autocab

# USER MANUAL

*The Complete Reference – Includes Management & Accounts*

*Rev.35 Nov 2006*

Dear Valued Customer,

Thank you for choosing 'Autocab' - The complete Taxi Management System.

We hope that the installation of your system has gone smoothly and that you are now ready to begin using your new system.

Our installation engineer will have shown you the basic principles of the system but, as you progress, there will be a hundred questions you will no doubt need to ask. Please take the time to read and understand the user manual as it will make many aspects of the system clearer to you.

Should you need to ask any questions, or be experiencing technical difficulties, we have experienced engineers available who will be happy to provide help you require. During **Office Hours (9am-5pm)** you can contact technical support on:

**0161 491 7766**

In the unlikely event you have a serious problem out of office hours, the **Emergency Line** is:

**07808 897 605**

We hope that you enjoy using 'Autocab'

G.P.C. Technical Support.

# Autocab Contents


**1 BOOKING AND DISPATCH** **Page**

**1.1** The Screen 7

**1.2** The Booking Screen 8

**1.3** How To Book A Job 8

**1.4** Advanced Bookings 12

**1.5** Multiple Bookings 12

**1.6** Options Regarding Drivers 13
- **1.6.1** Plotting 13
- **1.6.2** Clearing 13
- **1.6.3** No Job 14
- **1.6.4** Start 14
- **1.6.5** Finish 14
- **1.6.6** Recovering Jobs 14
- **1.6.7** Job Queries 15

**1.7** Helpline Options On Dispatch Screen 15
- **1.7.1** Drivers Screen 15
- **1.7.2** Pre-booked Screen 16
- **1.7.3** Viewing Jobs In More Detail 18
- **1.7.4** Cancelling A Job 18
- **1.7.5** Timetable 18
- **1.7.6** Editing A Job 18
- **1.7.7** Drivers Cash Screen 18

**1.8** Function Keys
- **1.8.1** Rota 20
- **1.8.2** History 20
- **1.8.3** Base Count 22
- **1.8.4** Drivers Count 22

**1.9** Full Data Function Keys 23
- **1.9.1** Full Data Functions 23
- **1.9.2** Message Functions 26

**1.10** Logging Out 27

## 2 AUTOCAB ACCOUNTS


| | | Page |
|---|---|---|
| **2.1** | Account Customers | 29 |
| **2.2** | Opening A New Account | 31 |
| **2.3** | Cancelling an Account | 36 |
| **2.4** | Requesting Dockets | 36 |
| **2.5** | Dockets Checks & Posting | 36 |
| **2.6** | Adding More Dockets | 38 |
| **2.7** | Invoicing | 38 |
| **2.8** | Invoices retrieve | 39 |
| **2.9** | Credits & Debits | 40 |
| **2.10** | Statements | 40 |
| **2.11** | Update Dockets | 40 |
| **2.12** | History Files | 40 |
| **2.13** | Driver & Vehicle Posting | 41 |
| **2.14** | Drivers Account - Process | 41 |
| **2.15** | Drivers Account - Print | 42 |
| **2.16** | Vehicle Account - Process | 43 |
| **2.17** | Vehicle Account - Print | 43 |
| **2.18** | Rent Codes | 43 |
| **2.19** | Rates & Prices | 43 |
| **2.20** | VAT Rates | 44 |

## 2 AUTOCAB ACCOUNTS


| | | Page |
|---|---|---|
| **2.21** | Multi-Company Transfer | 44 |
| **2.22** | Request Shift Reports | 44 |
| **2.23** | Driver Shift Reports | 45 |
| **2.24** | Procedure For Invoicing Accounts | 45 |


## 3 AUTOCAB UTILITIES


| | | Page |
|---|---|---|
| **3.01** | A-Z Maintenance | 47 |
| **3.02** | Setting The Time And Date | 50 |
| **3.03** | Setting Warning Times For Your Advanced Bookings | 50 |
| **3.04** | Job Type Configuration | 51 |
| **3.05** | Bidding Zone Strategy | 52 |
| **3.06** | Requesting Jobs Count | 52 |
| **3.07** | Setting Overbooking Protection | 53 |
| **3.08** | Passwords Control | 54 |
| **3.09** | Entering Drivers Details | 54 |
| **3.10** | Entering Vehicle Details | 55 |
| **3.11** | Transferring History | 55 |
| **3.12** | Deleting History from Booking / Dispatch | 56 |

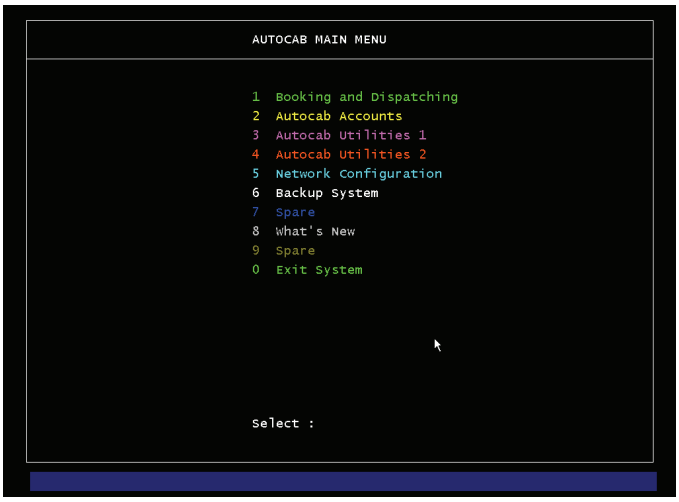
## 3 AUTOCAB UTILITIES continued… Page


| | | |
|---|---|---|
| **3.13** | Deleting History from Management | 56 |
| **3.14** | Transferred History | 56 |
| **3.15** | Analysis of Daily Job Counts | 56 |
| **3.16** | Backup Zones | 56 |
| **3.17** | Configuring Zones | 57 |
| **3.18** | Parameter Settings | 58 |
| **3.19** | Office Address | 73 |
| **3.20** | Full Data Settings | 73 |
| **3.21** | Blacklist | 90 |
| **3.22** | Standard Messages | 90 |
| **3.23** | Periodic Messages | 90 |
| **3.24** | Fixed Pricing | 91 |
| **3.25** | CLI – Caller Line Identification | 91 |
| **3.26** | Drivers History | 91 |
| **3.27** | EXIT | 91 |
| **3.28** | Housekeeping | 92 |

# 1 BOOKING & DISPATCHING

## 1.1 The Screen

On booting up (turning the PC on) you should arrive at the **Autocab Management Menu,** which is the main menu. If you type in the number, **1**, this will take you into the booking and dispatch program.




As soon as you enter the program, you will see the **login** screen. Here you are asked to type in your **USER NAME** and **PASSWORD**. This is to show which operator has booked a job. It also informs the management of who worked at any time.

As soon as you enter your Password, you will see the dispatch screen. At the top of the screen is a grid of eighteen rectangles. Each of these rectangles represents a plot specified by you. The first rectangle represents the **Home Queue**, i.e. where all the clear cars are placed, in order of clearing.

The package comes with up to 255 plots, though they do not all have to be used. Pressing F4 will reveal more plots and F3 will hide them. The keys F1 and F2 can be used to show more or less of the plots.

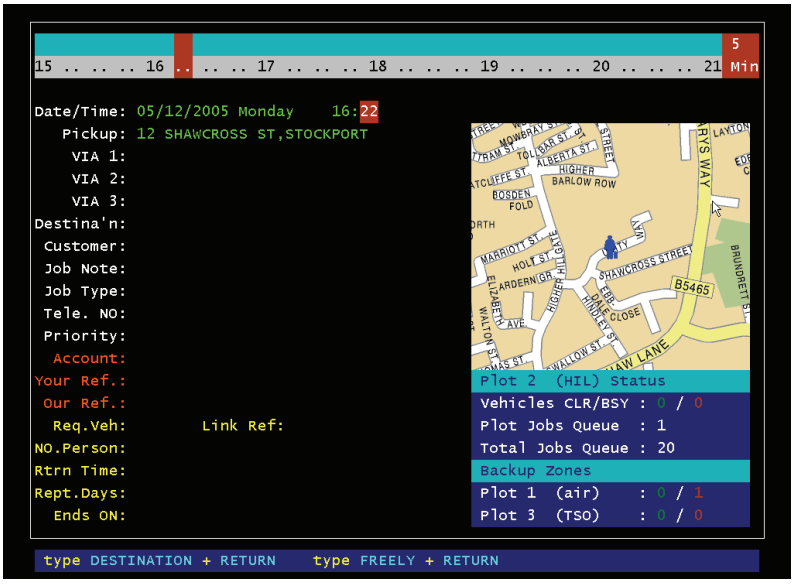
Below these grids may be either a blank space or one or more lines of text. If there is a blank space below the grid, this means no jobs have been booked. If there are lines of text below the grid, each line represents a separate job. Each line displays the time the job is booked for, the pickup point, the destination, the type (i.e. the type of vehicle &

QUE CA1 DE2 PA3 HA4 RI5 CT6 PH7 CI8 DA9 T1D S11 S12 Q13 G14 M15 XXX XXX NO AUTO
0AE 0AS 0AW 0AN XXX XXX XXX XXX XXX XXX XXX XXX XXX XXX LOG NAT SIN
C 11:24+ DA9 1 12 BALDOCK RD,MANCHEST AUTOCAB, N FRED
C 11:24+ DA9 *** 12 BALDOCK RD,MANCHEST AUTOCAB, N FRED
C 11:24+ DA9 *** 12 BALDOCK RD,MANCHEST AUTOCAB, N FRED
C 11:24+ DA9 *** 12 BALDOCK RD,MANCHEST AUTOCAB, N FRED
11:24 AJ [RING BELL ] J=4 C=3
Drv preBooked View Cancel T.Table Locate Edit INSERT caSh ? F1..F10

driver that is required) and either a number or three asterisks. If a number is displayed, this means the program is recommending a driver, which it does by seeing if there is a clear driver in that plot or any back-up plots. If there are no clear drivers available the system will display three asterisks to signify that the operator needs to deal with this job.

There is a blue help line at the bottom of the screen, which lists all the options that are applicable to the dispatching screen. We will look at these options later, but now we will talk about how to book a job.

## 1.2 The Booking Screen




To enter the booking screen, simply press the space bar. The space bar allows you to toggle from one screen to the other. At the top the booking screen shows a grey block (the Time Bar) which displays the advanced booking status at a glance. It displays the advanced bookings in six hour blocks, each hour split into four 15minute booking slots. The numbers shown between the hours are the number of bookings in that 15 minute slot. As soon as you enter pickup address details the Time Bar splits into two views, the blue part showing the number of advance bookings in the pickup plot alone.

## 1.3 How to book a job

The program should show the current time, if it does not, alter it from within **Set Time and Date** facility on the **Autocab Utilities** on the main menu. To book a job at the current time, just press the **Enter** key. This takes you to:

**From:**

The program asks for a pickup address. This can be input in one of many ways. Firstly, as the help line at the bottom suggests, the user can type in the house

number, then a space and then the first few letters of the road name followed by the **type**, i.e. **r** {or **R**} for **Road**, **s** {or **S**} for **Street**, **c** {or **C**} for **Crescent**/ **Close** etc.

Once you have done this, press **Enter** and a list of the corresponding types, i.e. roads, streets or whatever you have chosen will be displayed. Just choose the one you want by highlighting it or by selecting the appropriate letter. Once this has been done just press **Enter** to bring it up. You will also now see a street-level map of the pickup address with the status of any of your cars (if you have data). You can control this map by holding down the Ctrl key and using the arrow keys to navigate. By holding down the Ctrl key you can also zoom in and out using the '+' and '-' keys.

The final way of inputting an address is by what we call **Freetyping**. This is typing in the full address, an address that is not contained in the program's memory and then assigning it a plot. An example is the pub 'The Pelican'. If this pub was in the Base plot you would type in:

The Pelican

then press the space bar until the red highlight turns purple. If the name of the address is long enough, the highlight will turn purple itself. Once the address has been input and the highlight has turned purple, you then press enter. The computer will ask you which plot this address is in. You will need to enter in the appropriate plot as a number.

If the address you typed in doesn't exist in any of the plots e.g. Birmingham Airport, then you enter in the plot number that you have specified as **out of area.**

There is a way of inputting pubs and other 'well knowns', as well as towns and cities onto your database, but we will come to that later.

The program then takes you to:

**To:**

Where it asks you for the destination, the way of inputting an address here is the same as mentioned above.
If the passenger wants to travel via other stop off points, you can use the up arrow to go to:
**VIA 1**:
**VIA 2**:
**VIA 3**:
and input the additional addresses by the same method as above.
Once you have input the journey details, you then arrive at:

**Customer**:

Here you can input the passenger's name if it is given. On pressing **Enter** you come to:

**Job Note**:
Here you can input any additional information relating to the passenger, e.g. **DOG** to show the passenger has a dog, etc.

**Job Type**:
The program asks for the type of vehicle the passenger wants assigned for the job or any important features that need to be added e.g. if the passenger is in a wheelchair you type **W**, or **B** for bus, etc. You can have up to four type definitions on a job – these can consist of either vehicle types or driver types. Your system administrator will have defined the various types so you should be given a list of type definitions applicable to your company. **NB, the help line at the bottom of the screen merely displays suggested types – these may not correspond with the types defined by your system administrator.**

**Tele. No:**
Here you can enter in the customers telephone number if it is required or it can be used to enter in any credit card details. If your system has caller ID then this line is reserved for the telephone number to be presented when a customer dials in.

If this is the first time that a customer has called then the telephone number will appear and the flashing cursor will be positioned at the **FROM** field. Simply enter the job details and save as normal.

If the customer has previously rung your office then the last job details will have been stored within the system and these will be presented to you on the booking screen. The flashing cursor will be positioned on the **TO** field (as this is the item most likely to require editing). Edit any details that need changing and then save in the usual way.

Please note that, in the case of mobile telephones, the only item that can rely on is the customer's name. Your system may be provided with a 'mask' to prevent Caller ID displaying mobile telephone numbers – if this is the case you will need to enter full job details.

**Account:**

If the job is for an account customer then you type in the account code created when you first input all your account customers into the database. An example is **METR01** for the Metropolitan Hotel. This will bring up the account in the highlighted pink box to the right. You choose the account by pressing **Enter**. If you cannot remember the account code of a customer or if you have not given a code for one, **F9** will bring up the entire list of account customers and you can highlight the one you want with the arrow keys and then press **Enter**.

It is possible to have a list of required **PASSWORDS** in which case you will need to select one from the list presented to you.

**Your Ref**:
This can be used to enter in any reference number an account customer has supplied (this can be filled automatically if Passwords are enabled).

**Our Ref:**
This field is used to enter in any reference number that you may need to put in.

**Req. Dr:**
If a customer asks for a specific driver then that driver's number can input here - by putting 'N' in front of the driver number you can exclude that driver.

**No. Person:**
If you need to put in the number of passengers that the taxi will be carrying then you do so here - do not enter a number unless there are more than four passengers (this is the default).

**Rtrn**:
If the passenger would like to be returned at a later time then type in **Y** as the help line suggests to signify it is a return journey. The time of the outgoing journey automatically comes up and you then edit the time by highlighting what you want to alter with the left or right arrow keys. Alter what's highlighted with the up or down arrows.

**Rept**:
If the journey is a regular one and is to be repeated on other days or weekly, then by choosing one or more of the numbers shown on the help line at the bottom, you can signify when you want the job to be repeated,
e.g. **1** for Monday, **2** for Tuesday, etc.

The bottom line is:

**Ends On:** Type 'Y' to present the current date & time and then edit.
This field is especially important for regular runs such as school runs. Obviously you do not want a taxi turning up at the schools during a holiday up so you will need to enter in the date that you want the regular booking to stop.

**NB**. You do not have to put in all the above details when booking a job, only the pickup address and the destination. If you want to end the booking at any point, just press **End** and this will send the booking to the dispatch screen.

## 1.4 Advanced Bookings

These are input in exactly the same way as a normal booking except you need to alter the time at the top, to the time the booking is for. This is done by highlighting the date, the day, the hour or the minute with the left or right arrow keys and then altering it with the up or down arrows.

You can also alter the time by simply **typing** it in the time slot. For instance, if someone needs a taxi at **23:35**, just type the digits **2,3,3** and **5**, when the time is highlighted. You may find this method a lot quicker than using the arrow keys but the choice is yours.

When the details of the job are entered and the booking is ended with the **End** key the details do not go to the dispatch screen but to the **Pre-Booked** screen which is brought up when you press **B** on the dispatch screen. We will talk about the **Pre-Booked** screen in more depth at a later stage.

## 1.5 Multiple Bookings

If you need more than one car for a job, you just enter the job details in as normal, end the job with the **End** key and then press the **F5** key followed by **ENTER** each time you want an additional car.

For instance if you wanted three cars for Base to Romford, you would enter Base to Romford as one job, end the booking, and then press **F5 & ENTER** twice (followed by ESC) for two more jobs to come up on the Dispatch screen. There are now three jobs of the same type on the Dispatch screen.

When the **F5** key is pressed, a green box appears, indicating the number bookings taken. This will ensure that you don't book more jobs than you need to.

## 1.6 Options Regarding Drivers

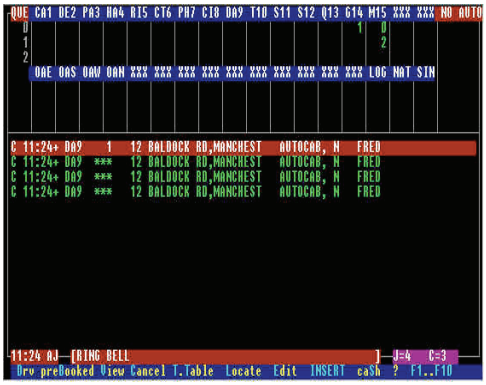
If you type in a driver's number, 09 for example, you will see that the blue help line at the bottom automatically changes to give you a new list of options. These options concern the drivers only. We will go through each of these options in turn.

### RETURN

If you hit the **Return** key {also known as the **Enter** key} after typing in a driver number, this will give the job that is currently highlighted, to that driver. In other words you will dispatch the job that is highlighted to the driver whose number you typed in. In Data systems where 'Auto' is engaged you will need to type the driver number and 'E' - this will edit the job to make that driver the 'Required' driver - the system will then dispatch the job automatically.

### 1.6.1 PLOT

This signifies any of the plots on the grid above, and is used when you want to move a driver from one plot to another. An example is if you want to move driver 09 from a plot to the plot represented by zone 7, all you would do is: type 09 followed by P. The blue box will ask you which plot you want to move the driver to. Simply enter in the number 7 and press enter. For voice systems there are parameter settings that clear the driver's status when you plot him. For data systems the setting is normally to allow the driver to plot whilst busy (to indicate his final destination).


QUE CA1 DE2 PA3 HA4 RI5 CT6 PH7 CI8 DA9 T10 S11 S12 Q13 G14 M15 XXX XXX NO AUTO
0
1
2
OAE OAS OAV OAN XXX XXX XXX XXX XXX XXX XXX XXX XXX XXX XXX XXX LOG NAT SIN
C 11:24+ DA9 1 12 BALDOCK RD,MANCHEST AUTOCAB, M FRED
C 11:24+ DA9 *** 12 BALDOCK RD,MANCHEST AUTOCAB, M FRED
C 11:24+ DA9 *** 12 BALDOCK RD,MANCHEST AUTOCAB, M FRED
C 11:24+ DA9 *** 12 BALDOCK RD,MANCHEST AUTOCAB, M FRED
11:24 AJ [RING BELL ] U=4 C=3
Drv preBooked View Cancel T.Table Locate Edit INSERT caSh ? F1..F10

### 1.6.2 Clear

This option is used when you want to clear a driver that is no longer mobile, i.e. Just completed a job. You type in the driver number and then press the **C** key to clear. The vehicle number will change to green to signify clear status and that number will be added to the bottom of the home queue to indicate he is ready to accept another job.

### 1.6.3 No Job

This option is for drivers who have been given a job but there have been no passengers at the pickup address. You then type in the driver number followed by the **N** key and the driver is cleared (asterisk disappears) and the driver is added the **top** of the home queue, i.e. he/she becomes next in line for the next job. Settings can allow drivers to clear without operator validation but this is unwise. It is the operator's duty to use system information to validate the No Job request.

In the case of voice systems, the operator can check the Timetable to see how long the driver has had the job (if he has waited long enough).

In the case of data systems the GPS map will automatically centre on the driver to confirm whether or not the driver has proceeded to the pickup point.

### 1.6.4 Start

This option is for starting a driver's shift. Just type in the number of the driver you want to start and then hit the **S** key. The driver is automatically placed in the **START** plot, and placed at the bottom of the home queue. If certain drivers do not start their shift at the base, then you can relocate them by typing in their number and then the plot where they do start, as mentioned above. With GPS systems this action will be performed by the system itself. A mode is available which will present a list of drivers for the operator to select.

### 1.6.5 Finish

This is for when a driver finishes his shift. Type in the driver number and then press the **F** key and this will take the driver off the grid.

### 1.6.6 Recover

This option is for when a job is given to a driver, and for whatever reason the driver cannot make the job (e.g. the car gets a puncture). By typing in the driver number and then the **R** key, the driver is cleared, is relocated to the plot where he/she started from, and is placed in the home queue, while the job that was assigned to that driver is brought back up onto the screen, ready to be dispatched again.

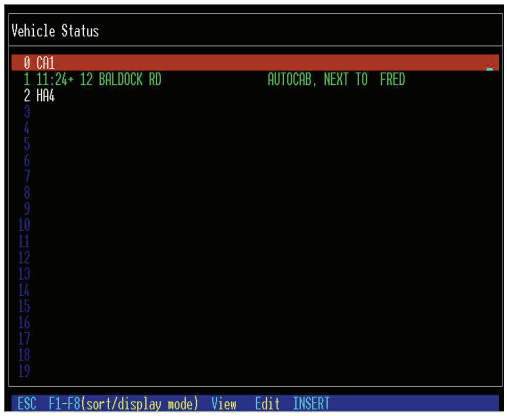
### 1.6.7 Query

By typing in a driver's number and then pressing **Q** for query, a green box will appear to give details of that driver's current status. For example if the driver is mobile, the job details are displayed, if he is clear, his location is shown.

## 1.7 Helpline Options On Dispatch Screen

### 1.7.1 Drv

This option at the bottom of the dispatch screen enables you to check the status of each driver in more detail. By pressing the **D** key, the Drivers Status screen appears. The driver numbers are displayed in the first column. The lines that are in green type represent the drivers who are on jobs. Beside these driver numbers are the times when the jobs they are on, were booked. Next to this are the details of the jobs themselves, i.e. the pickup address and the destination.




By going to any of the mobile drivers with the arrow keys, you can see more details of the jobs they are on by pressing the **V** key (**V**iew)**.** A green box will then appear to give the full details. The **Esc** key will make the view box disappear.

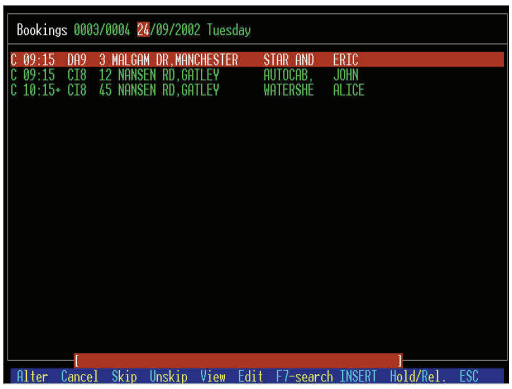
You can **EDIT** information after a job has been dispatched by going to the job that needs editing and pressing the **E** key. This will bring up a screen that is similar to the booking screen, and you can enter any additional information in the same way you would in the booking screen. To delete a line just go to that line with the arrow keys and press the **DELETE** key. Once you have done this, input the new data.

The **END** key will end the editing and save the amendments, while the **ESC** key will take you out of this screen.

The purple lines in the Drivers Status screen signify that the driver is not mobile and tells you where he/she is stationed. The **ESC** key takes you back into the dispatch screen.

(Pressing F2 will display vehicles and drivers, F4 will show you the combined 'Types' for the driver and vehicle as defined in your Utilities suite).

## 1.7.2 PreBooked


Bookings 0003/0004 24/09/2002 Tuesday
C 09:15 DA9 3 MALGAM DR,MANCHESTER STAR AND ERIC
C 09:15 CI8 12 NANSEN RD,GATLEY AUTOCAB, JOHN
C 10:15* CI8 45 NANSEN RD,GATLEY WATERSHE ALICE
Alter Cancel Skip Unskip View Edit F7-search INSERT Hold/Rel. ESC

By pressing the **B** key when in the dispatch screen, will take you into the **ADVANCED BOOKING SCREEN**.
Here a list of all your advanced bookings are given, a separate screen to represent each day. The first day shown is the closest day to the present time which contains advanced bookings (i.e. it will show the advanced bookings of the current day if you have booked any).

To see the bookings made for any other day, just press the **ESC** key and this will take you to date at the top. Highlight the part of the date you want to change, e.g. the day, with the arrow key, and then change it with the up or down arrow keys. When you have got the date you want, just hit the **ENTER** key.

This will then give you a list of advanced bookings for that day.

### Altering the Time of an Advanced Booking:

To alter the time of an advanced booking, just go to the job that needs altering with the arrow keys and press the **A** key (for **A**lter). This will then highlight the hour part of the time at the top. Highlight any part of the time of the job (including the date if you wish) with the arrow keys and change it with the up or down arrow keys. Once you have done this press **ENTER**.

### Cancelling an Advanced Booking:

Go to whichever job that needs cancelling, with the arrow keys, and then press the **C** key for **C**ancel. The program asks if you are sure you want to cancel this job, if so type **Y** for yes.

### Skipping a repeat job:

A repeat job is represented in the advanced booking screen by capital letters. If a job is to be repeated every Monday, Tuesday and Wednesday, for instance, the letters **M**,**T**,**W** would appear next to the job. To skip the job for Tuesday of this week, for example, you would press the **S** key for **S**kip. The program then asks for the days

to be skipped. As the help line shows, each day is represented by a number, so, to skip Tuesday, you would have to type in **2** and **ENTER**. The program asks if you are sure if you want to skip this day, so type in **Y** for yes. The capital **T** for Tuesday then gets reduced to a small **t** to signify that the job will not come to the Dispatch Screen at the allotted time for this week only.

**Unskipping a repeat job:**
This is exactly the same process as above, except that you type in **U** for Unskip instead.

**HOLD (H) AND RELEASE (R) job:**

In Data systems you may hold and release work with the 'H' and 'R' keys. Holding work freezes the job and also removes the job from the update list sent to the mobile data terminal.

**Viewing an Advanced Booking in More Detail:**

As in the dispatch screen and the Drivers Status screen, just press **V** to **V**iew.

**Editing an Advanced Booking:**

This is the same process as editing a job in the Drivers Status screen.
To exit the advanced booking screen, press **ESC** twice.

**F7 Fast Search:**

Pressing this key presents you with a global search engine where you can find an advanced booking from any one of several search criteria.

**F8 Suspend:**

By pressing this key, the active record can be suspended for defined date ranges. (lists of suspended and skipped jobs are displayed in the History Menu - Dispatch view F5 > F4).

**F9 Filter:**

Will filter the advanced booking list to display only jobs that are repeated.

## 1.7.3 Viewing Jobs in More Detail on the Dispatch Screen

Press **V** for **V**iew.

### 1.7.4 Cancelling a Job on the Dispatch Screen

Go to the job you want to cancel with the arrow keys and press **C** for **C**ancel. The program asks if you are sure, so press **Y** for yes.

### 1.7.5 Timetable

By pressing **T** for **T**imetable, this brings up the timetable screen. This screen shows you all the drivers that are currently mobile. Next to the driver numbers are the times of when the jobs were booked and the times when the jobs were dispatched. The numbers in the green box represent how many minutes the driver has been on the job.

The numbers in the red box represent how many more minutes it should take before the job is completed. This is done by the program calculating the distance between the pickup address and the destination from the ordinate survey co-ordinates (held within memory) and estimating that the drivers travel at an average speed of 30 m.p.h. The box at the end of line, if there is one, represents how many minutes late the driver is.

### 1.7.6 Edit

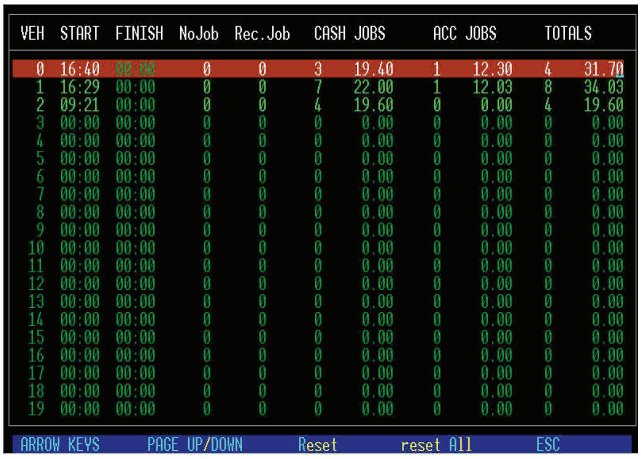
By going to a job on the dispatch screen with the arrow keys and pressing **E** for **E**dit, this is the same process as editing a job in the Drivers Status screen.

### 1.7.7 Cash Screen

This facility enables the dispatcher and the management staff to monitor the takings of **ALL** the drivers at any given time. It is particularly useful to the dispatch operator in that it will allow him/her to see which drivers are doing well and which are not and try and redress the balance somehow. The facility is also useful for the management staff in that it can be used as an aid to 'cash up' at the end of a drivers' shift. To use this facility you simply type **A** (for c**A**sh) when in the dispatch screen. The following headings appear:

**DRV START FINISH CASHJOBS ACCJOBS TOTALS**

**DRV**: relates to the drivers and is numbered from 00 to 99 (allowing 100 drivers)


VEH START FINISH NoJob Rec.Job CASH JOBS ACC JOBS TOTALS
0 16:40 00:00 0 0 3 19.40 1 12.30 4 31.70
1 16:29 00:00 0 0 7 22.00 1 12.03 8 34.03
2 09:21 00:00 0 0 4 19.60 0 0.00 4 19.60
ARROW KEYS PAGE UP/DOWN Reset reset All ESC

**START**: tells you at what time a driver started their shift. This time is updated every time a driver is 'logged on' by the dispatcher.

**FINISH**: tells you when a driver finished their shift. This is updated every time a driver is 'logged off' by the dispatcher.

**CASHJOBS**: tells you how many **cash** jobs a driver has done since his totals were last **RESET**. Totals can be reset one driver at a time by pressing **R** for **R**eset, or all drivers' totals can be reset in one go by pressing **A** for reset **A**ll. It is at the operator's/manager's discretion as to when drivers' figures are reset. If the figures are not reset, they will continue to be updated once a job has been completed.

For **cash jobs**, if your company does not operate on a **shout** system, i.e. when fares are input by the operator into the computer to **clear** a mobile driver, then the fare is generated according to the mileage calculated by the program. If you do have the **shout** system for cash jobs, then the fare that is shouted through by the driver and then input by the operator goes through to the ca**s**h screen.

**ACCJOBS**: tells you how many **account** jobs a driver has done since his totals were last reset. The way the figures are generated here depends on whether your system is configured for **shout** or **no shout** for account jobs.

**TOTALS**: the figures here are simply cash jobs added to account jobs, both in terms of the number done and the total amount for both types of jobs.

To see the next/last page of drivers' takings simply hit the **Page Up/Page Down** key. To get out of this screen, simply hit the **ESC** key.

The cash screen can be re-set at any time by individual driver or for all drivers by pressing **'R'** or **'A'** respectively. This reset operation can only be performed from the Dispatcher.

## 1.8 Function Keys



Software Ltd,.Cheadle Royal Business Park,Oakfield Rd,
le,Cheshire,SK8 3GX
1 7777 Fax No.0161 491 7711

Pressing the **F5** key will reveal a menu containing 12 purple boxes. At this point you have the choice of several function keys to operate other features:

### 1.8.1 Rota

This facility allows the operators to keep driver rotas for long or special jobs.

Pressing **F3** will reveal a blank screen with "**S** or **L** :" in the top left hand corner.

At this point press **S** then **Enter** to access the **Special Job** rota or **L** then **Enter** to access the **Long Job** rota. You will then be asked to enter a driver number at the prompt "**DRV** :" Type the driver number you wish to manipulate and press **Enter**. Now you will see the option "**S, F, M** :"

| | |
|---|---|
| Pressing **S** then **Enter**: | Starts the driver in the queue. |
| Pressing **F** then **Enter**: | Removes the driver from the queue. |
| Pressing **M** then **Enter**: | Moves the driver to the bottom of the queue. |

The screen will now have reverted back to "**S or L** :"

You can now repeat the process again for another driver or press **Esc** to **Exit**.

### 1.8.2 History

By pressing **F4** for history, you can access records for jobs done on **any** day. This facility replaces the need for a printer to maintain a record of jobs done. A menu is displayed when this option is chosen. The choices are:

**1 Completed Jobs**
**2 Cancelled Jobs**
**3 No Fares Jobs**
**4 Recovered Jobs**
**5 Overridden Jobs**
**6 Global Search**
**7 Dispatched Jobs**
**8 Suspended/Skipped Jobs**
**9 Account Jobs**

By choosing option **1** you can look at COMPLETED jobs. The screen displays the current day, but you can alter the day you want to look at, simply by pressing **ESC**.

Once you press **ESC** the date is highlighted and, by using the arrow keys, you can alter the date to the day you want to look at.

The screen shows you what time the jobs were booked and dispatched. It displays the pickup and destination of each job as well as the driver and car that did the job. If a name is given when the booking is taken, that is displayed also.

If you choose **2** on the **History** menu all the **cancelled** jobs are displayed, i.e. jobs that have been booked but then later cancelled for one reason or another. Jobs will be listed in date and time order.

The other options work on the same principle.

Choosing **6** on the **History** menu will take you to the **Global Search** screen. This screen allows you to search through jobs for any period specified based on either the address, house number, customer name or driver number. This is especially useful if a customer were to phone enquiring about a missing wallet or purse.

Menu item **7** enables you to view all **DISPATCHED** jobs (this does not mean they have been completed - use menu item 1 to view completed jobs).

Item **8** on the **History** menu enables you to see any jobs which have been **Suspended** or **Skipped** in the Advanced Booking Register.

(Item number **9** is only viewable at the Dispatcher and requires a parameter setting to enable the Dispatcher to edit account dockets which have not yet been called for by the Management computer).

N.B. For **History** to be up-to-date on any station, that machine must constantly be in the **Booking and Dispatch** mode when jobs are booked or dispatched. As the **Dispatch** machine is always in this mode, it is the only one that is reliably up to date.

If an accurate record of **all** jobs done needs to be accessed on the **Management** (account) machine, then the records need to retrieved from the **Dispatch** machine.

This is done from within the **Utilities** menu (**C/ Transfer History**) and this will transfer all job details onto the **Management** machine without disturbing the **Dispatch** machine. This is discussed in more detail in Chapter 3.

(Item number **9** is only viewable at the Dispatcher and requires a parameter setting to enable the Dispatcher to edit account dockets which have not yet been called for by the Management computer).

### 1.8.3 Base Count

By pressing **F5** the job statistics for the day and each shift time are shown along with the number of pickups and drops in each plot for the current shift. The shift times are input in **Autocab Utilities – Parameter Settings** (see chapter 3). A maximum of two different shifts can be input, a printout of the statistics can be made using the **Print Screen** key.

In the blue box you will see several categories, each with 3 corresponding numbers. The first number represents a running total for the day i.e. since the start of shift 1, the second represents shift 1only and the third represents shift 2 only.

**Total** represents all types of job.
**Cash** represents the number of cash jobs.
**Account** represents the number of account jobs.
**Cancel** represents the number of cancelled jobs.
**No Jobs** represents number of no jobs there have been.
**Override** represents number of jobs recommended for a driver by the program but were overridden by the operator.
**Recover** represents the total number of recovered jobs.

Below you will see that all plots are listed followed by two numbers in green and red. The first number (**green**) represents how many jobs have been **picked up** from that plot and the second number (**red**) represents how many jobs have been **dropped off** that plot since the last shift.

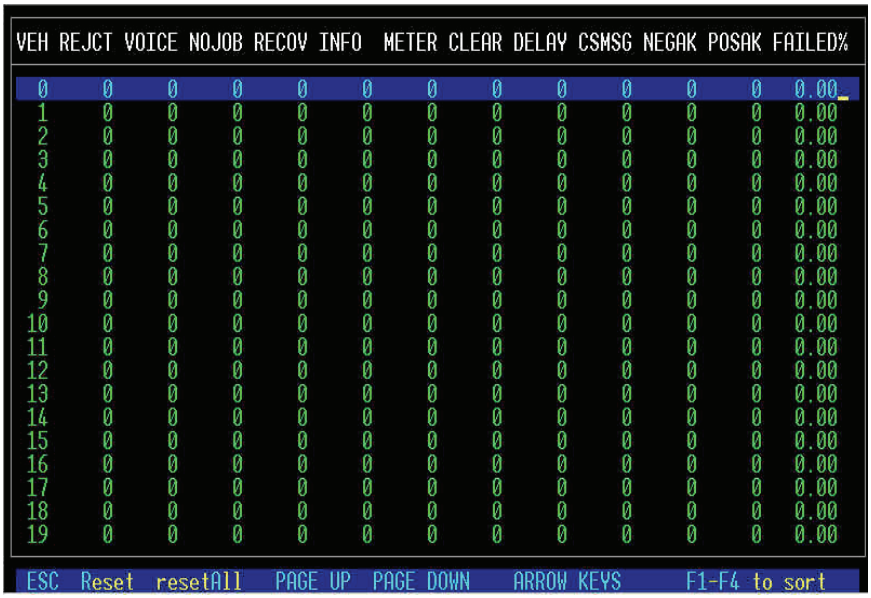
At the end of shift two the screen will be reset and information contained in this screen can then only be viewed using the **Autocab Utilities** (see chapter 3)

### 1.8.4 Drivers Count

Pressing **F8 & then F7** shows the driver statistics for the day and each shift.

The numbers highlighted in blue to the left of the screen represent driver numbers from 00 to 499.

Along the top of the screen you will see the following categories:




So by reading the number grid for a driver you can see exactly how many of any type of job has been done.

**NB.** Please note that the statistics in this screen can not be accessed once they have been reset, if you require to keep this information you must use the **Print Screen** key to send a copy to Windows Clipboard - this can then be pasted into Windows Notepad and saved / printed as required.

## 1.9 Full Data Function Keys

As well as the functions available on **F5**, customers running **Full Data Systems** also have functions under **F8** and **F9**. Users who have **GPS** (Global Positioning by Satellite) have special functions for this under **F7**.

### 1.9.1 Full Data Functions

Pressing the **F8** key will reveal a menu containing 12 blue boxes. At this point you have the choice of several function keys to operate other features:

## Start Auto

Press **F5** will initialise automatic dispatch. You will notice the display in the top right hand corner of the screen will change from "**NO AUTO**" to "**AUTO**". To disable auto dispatch the system must be reset.

## Statistics (see also under Driver Count)

**F7** displays the full data statistics. Driver numbers are listed down the left hand side of the screen with the following headings:

**REJCT VOICE NOJOB RECOV INFO METER CLEAR DELAY CSMSG NEGAK POSAK B/G**

**REJCT** : The number of time that a driver has not accepted a job

**VOICE** : The number of times that a driver has requested to speak to the operators

**NOJOB** : The number of times that a driver has requested a no-fare job

**RECOV** : The number of times that a driver has requested his job to be recovered

**INFO** : The number of times that a driver has queried his position in the plot

**METER** : The number of times the driver has used his meter

**CLEAR** : The number of times the driver has cleared

**DELAY** : The amount of time in seconds left on a drivers penalty or break

**CSMSG** : The number of times a job fails to reach the driver

**NEGAK** : The number of times that a driver could not be contacted

**POSAK** : The number of times a driver has been successfully contacted

**B/G** : The ratio of NEGAK to POSAK. (0 = good 100 = bad). An expected value would be between 0 and 10. A high value can indicate when a vehicle has a problem such as a bad aerial connection.

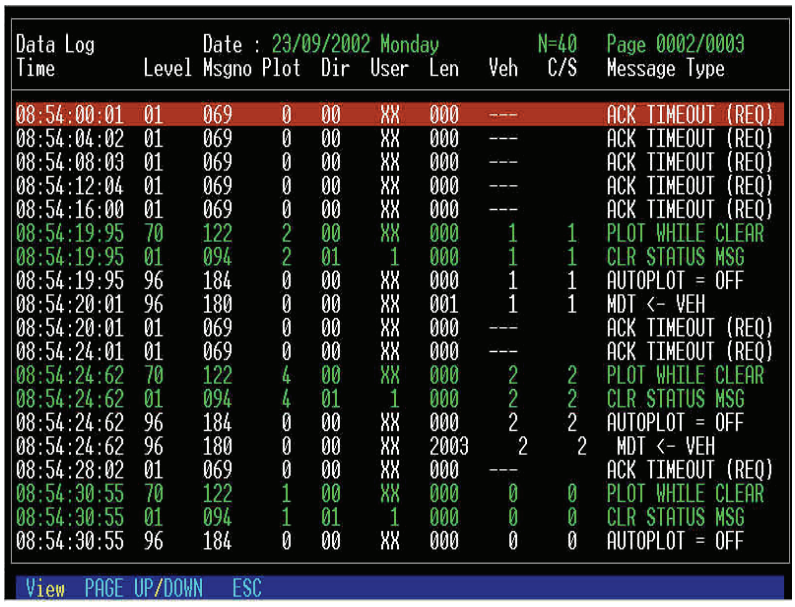
## Voice

On a system where both voice and data are operated on the same radio channel pressing **F8** will stop the system sending data, allowing the operator and drivers to speak for a period specified through the Management (Utilities) Menu. For users who have both a data and voice channel this function will steer the driver's radio to the voice channel automatically (requires compatible radio type).

## Monitor

A diagnostic utility displaying data being transmitted and received in a text format. Generally for engineers use only.

## Data Log



Data Log Date : 23/09/2002 Monday N=40 Page 0002/0003

| Time | Level | Msgno | Plot | Dir | User | Len | Veh | C/S | Message Type |
|---|---|---|---|---|---|---|---|---|---|
| 08:54:00:01 | 01 | 069 | 0 | 00 | XX | 000 | --- | | ACK TIMEOUT (REQ) |
| 08:54:04:02 | 01 | 069 | 0 | 00 | XX | 000 | --- | | ACK TIMEOUT (REQ) |
| 08:54:08:03 | 01 | 069 | 0 | 00 | XX | 000 | --- | | ACK TIMEOUT (REQ) |
| 08:54:12:04 | 01 | 069 | 0 | 00 | XX | 000 | --- | | ACK TIMEOUT (REQ) |
| 08:54:16:00 | 01 | 069 | 0 | 00 | XX | 000 | --- | | ACK TIMEOUT (REQ) |
| 08:54:19:95 | 70 | 122 | 2 | 00 | XX | 000 | 1 | 1 | PLOT WHILE CLEAR |
| 08:54:19:95 | 01 | 094 | 2 | 01 | 1 | 000 | 1 | 1 | CLR STATUS MSG |
| 08:54:19:95 | 96 | 184 | 0 | 00 | XX | 000 | 1 | 1 | AUTOPLOT = OFF |
| 08:54:20:01 | 96 | 180 | 0 | 00 | XX | 001 | 1 | 1 | MDT <- VEH |
| 08:54:20:01 | 01 | 069 | 0 | 00 | XX | 000 | --- | | ACK TIMEOUT (REQ) |
| 08:54:24:01 | 01 | 069 | 0 | 00 | XX | 000 | --- | | ACK TIMEOUT (REQ) |
| 08:54:24:62 | 70 | 122 | 4 | 00 | XX | 000 | 2 | 2 | PLOT WHILE CLEAR |
| 08:54:24:62 | 01 | 094 | 4 | 01 | 1 | 000 | 2 | 2 | CLR STATUS MSG |
| 08:54:24:62 | 96 | 184 | 0 | 00 | XX | 000 | 2 | 2 | AUTOPLOT = OFF |
| 08:54:24:62 | 96 | 180 | 0 | 00 | XX | 2003 | 2 | 2 | MDT <- VEH |
| 08:54:28:02 | 01 | 069 | 0 | 00 | XX | 000 | --- | | ACK TIMEOUT (REQ) |
| 08:54:30:55 | 70 | 122 | 1 | 00 | XX | 000 | 0 | 0 | PLOT WHILE CLEAR |
| 08:54:30:55 | 01 | 094 | 1 | 01 | 1 | 000 | 0 | 0 | CLR STATUS MSG |
| 08:54:30:55 | 96 | 184 | 0 | 00 | XX | 000 | 0 | 0 | AUTOPLOT = OFF |

View PAGE UP/DOWN ESC

This is a register of all data transmitted and received. Press **ESC** and use the **arrow keys** to select the date you require then press **ENTER**. You will see that the data is stored in time order. Pressing **Page Up/Page Down** will scroll through the pages of data.

As a user you will only be concerned with some of the columns displayed:

**PLOT** : When a driver plots or accepts a job, this shows his destination plot.
**DIR** : 1 represents data from the base. 0 represents data from the mobile

**DRV** : The driver number the data is going to or coming from

**MESSAGE TYPE** : A short text description of the data type. E.g. DRV PLOT is a driver plotting. USER MESSAGE….etc

You can filter the Data Log to view the activity for just one driver by pressing **ESCAPE** then **DELETE** the ALL in the driver's field - replace this with the call-sign of the driver concerned and **ENTER** to view the data.

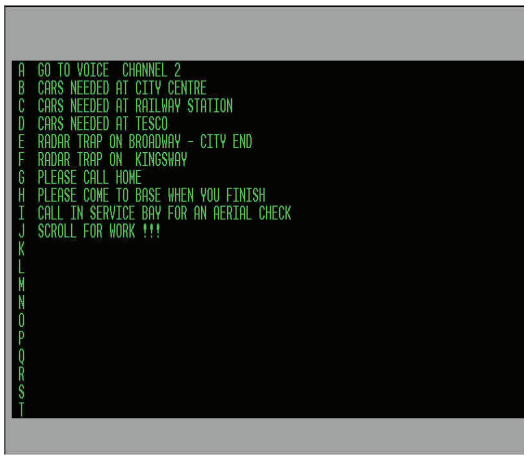
### 1.9.2 Message Functions

Pressing the **F9** key will reveal a menu containing 12 blue boxes. At this point you have the choice of several function keys to operate message features:

#### Repeat Last

Pressing **F5** will bring up a repeat of the last message sent, press **End** to send it again or **Esc** to cancel

#### Periodic


A GO TO VOICE CHANNEL 2
B CARS NEEDED AT CITY CENTRE
C CARS NEEDED AT RAILWAY STATION
D CARS NEEDED AT TESCO
E RADAR TRAP ON BROADWAY - CITY END
F RADAR TRAP ON KINGSWAY
G PLEASE CALL HOME
H PLEASE COME TO BASE WHEN YOU FINISH
I CALL IN SERVICE BAY FOR AN AERIAL CHECK
J SCROLL FOR WORK !!!

Periodic messages can only be set and altered from the utility menu on the management machine (see later). Pressing **F6** allows the operator to view the current periodic message settings.

### URGENT

In normal circumstances a user message will take a lower priority than all other data.

Using urgent ensures that the message will go out immediately – it will also go out in **JOB FORMAT and will replace any data on the Driver's data terminal**.

On pressing **F7** the message box will be displayed, type the required **driver number** or **ALL** and press **ENTER**. Type your message in the box pressing **Enter** at the end of each line. Your message will be sent on pressing enter on the last line, though you can press **END** to send at any point or **ESC** to cancel.

### STD MSGS

Standard message can only be set on the management machine (see later). **F8** brings up a list of available messages. Select the letter that corresponds to the required message, a message box will appear containing the message. Standard messages default to all cars, to send the message to all cars press **End**. To send the message to one car press **Delete**, type the required **driver number** then press **End**. Press **Esc** to cancel at any time.

### New MSG

Pressing **F9** brings up a message box which works in exactly the same way as an urgent message, though this message will not be sent out until the radio channel is free.

### MSGS Log

The computer will store a log of all user message that have been sent. **F10** displays the message log, **Page Up/Page Down** scrolls through the pages. Press **ESC** then use the **arrow keys** followed by **ENTER** to change the date, or **ESC** again to exit.

## 1.10 Logging Out

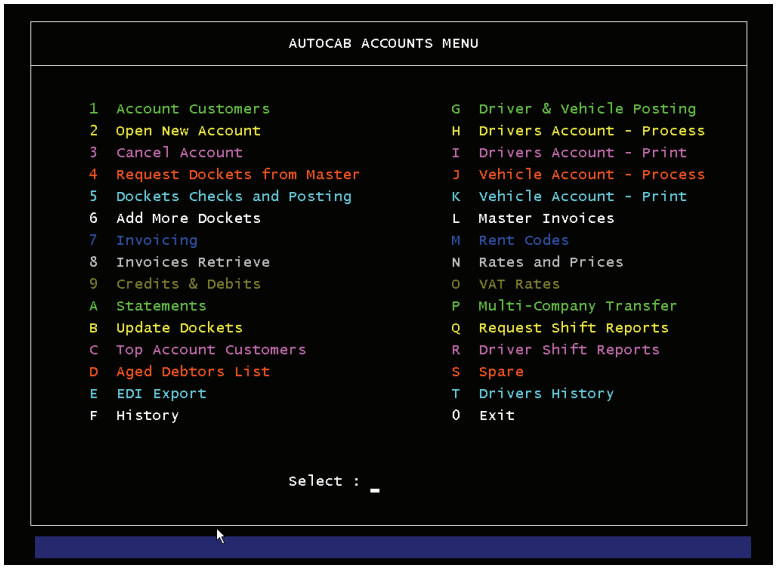
You need to **LOG OUT** when your shift is complete. This is so that jobs booked by the operator that follows you are not tagged with your identity. This is done simply by pressing **ESC** when you are in the dispatch screen. You will then get a grey box with the message, "**Do you want to log out?**". Simply type **Y** to confirm. This will then take you back to the **LOG IN** screen ready for the next operator.

The past few pages have been a description of how Booking and Dispatch is done on the Autocab Taxi Management System. The following chapter contains information regarding the Accounts Package as well as the Utilities Package. If you have any comments on this manual or any further queries, do not hesitate to contact our technical support line.

# 2 AUTOCAB ACCOUNTS

## The Screen

By choosing option 2 on the **Autocab Management Menu**, this will take you into the Autocab Accounts Menu. You will be asked to enter your user name and password – please note that your password security level must be set to at least 200 to allow you to access the Accounts menu. The Autocab Accounts Menu will then appear, giving you a list of options for the package. We will discuss each of these options in turn.




## 2.1 Account Customers

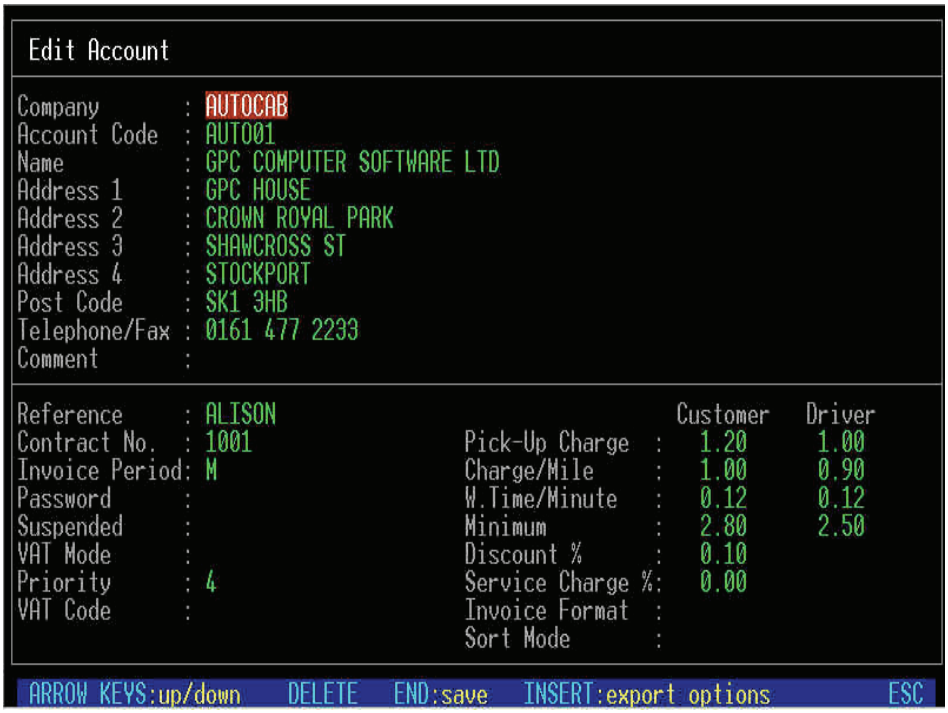
When you choose option 1 by pressing **1**, the Account Customers screen will appear, giving you a list of all your account customers. If you have not input any account customers into the database, a short bleep will sound. You will then need to go to option 2, which is **Open New Account**.

On the left hand side of the **Account Customers** screen is a list of all the company names. To the right of this is a column of **account codes**. These codes are created when you open a new account and are used to gain easy access to an account customer when booking a job in an account name. Try to follow simple rules when creating the account code (such as the first 4 characters of the account name plus two numbers, i.e., Walkers Foods could be **WALK01** ) as this will enable users to find accounts quickly. Do not change the **account code** once you are running an account as you will not be able to access data prior to the date of the change. To the right of this is a column called **period**. This refers to the invoicing period, i.e. weekly, monthly or any other period - this information is input when you open an account.

The final column is reserved for suspended accounts, i.e. if an account is suspended, the letter **Y** will appear in that column for that account. Operators will not be able to book jobs to an account that is suspended.

Like the booking and dispatch screen, there is a blue help line at the bottom giving you a list of options that are applicable to each screen. Here is a description of each one.

**ARROW KEYS** refers to how you select a particular account, i.e. with the up or down arrow key.




**PAGE UP/PAGE DOWN** applies when you have more than one page of account customers. If you want to access the customers on the next page, you press the **Page Down** key and vice versa for **Page Up**.

**RETURN** allows you to edit information for any of the account customers.
You select the customer whose details you would like to alter with the up or down arrow keys and then press **Enter**. The **Edit Account** screen then appears and you will notice it has exactly the same layout as the **Open New Account** screen (see 2/Open New Account).

To alter a line, you go to that line with the arrow keys and then delete the information that is on that line. As the help line suggests, this is done by pressing the **Delete** key. You can then input the new information on that line.

The **END** key will then save that information and take you back to the **Account Customers** screen.

To exit this screen, you press the **Esc** key.

## 2.2 Open New Account

This is the facility that you will be using the most when you first start using the accounts package. You enter this facility by pressing **2** when you are in the **Autocab Accounts Menu**.

Within this screen you input all the details that you feel are necessary for each account customer. Certain fields such as **Company** and **Address** need to be filled but the rest are optional. Here is a description of the kind of information necessary for each field.

### Company

This is one of the fields that **must** be filled in (which is obvious as you wouldn't know which account you were dealing with if it wasn't entered).

### Account Code

This is where you create a simple code for each account for easy access to a customer in the booking screen. For example, if you are inputting MacDonalds as a new account, you could give them a code such as **MACD01,** this logical code consists of the first four characters of the company name followed by two digits – you can therefore have up to 99 companies names similar to MacDonalds. The code should be no longer than six characters long and can include numbers.

When you are in the booking screen and you arrive at the line:

**ACC:**

you input the code, e.g. MACD01 and MacDonalds will come up immediately in the pink box, ready for you to select by pressing **Enter**.

This saves time by not having to press **F9** and then searching through the various different account customers you may have.

## Name

Here you input a contact name, i.e. the person within the company you deal with. If the account is a school, the name could be that of the headmaster. It is not important that you enter anything here, so if you want to leave it blank, hit the **Enter** key.

## Address 1- Address 4

This is another important piece of information to be input, as it appears on the invoice itself. You simply input a separate line of the address onto each of the four fields, e.g.

**Address 1**: 8 Glendale Walk
**Address 2**: Sale
**Address 3**: Cheshire
**Address 4**: England

## Post Code

This field is optional, but it is useful to input the post code so that you maintain a complete and accurate record.

## Telephone /Fax

Again this field is optional.

## Comment

Any comment relating to the customer should be included here, e.g. type of car preferred, a choice of driver, late payer etc. The comment field can be printed on the invoice by setting a parameter (e.g. 'payment 30 days net').

## Reference

Here you can type in a reference number for a customer if you so choose.

## Contract Number

If you need a contract number for each customer you can input it here. Used largely in conjunction with **courier** type work.

## Invoice Period

It is not necessary to use this setting, as if left blank an invoice can still be created at anytime. However using invoice period can save time when creating invoices, you can tell the computer to invoice all customers with weekly or monthly invoice periods rather than creating invoices individually for each account.

Type **W** if you want to invoice the customer weekly.
Type **M** if you wish to invoice the customer monthly.
Type **A** if you wish to invoice at any time other than weekly or monthly.

## Password

This field needs only to be activated if a password is required when booking a job. It can also be used to identify cost centres or simply to leave a message to remind the booking operator to enter required data ( e.g., get order number).

An example of when this may be used, is when a booking is made by a headmaster of a school and only he/she has the authority to book a job in the account name.

Passwords can only be enabled **AFTER** a customers record has been created.

To enable the password facility **press F9** (as shown on the help line) and a blue table with two columns and 15 rows will appear. You may enter up to 30 passwords which the customer requires before work can be booked on the system. This same table will be presented to the booking operator when they select an account name.

They will not be able to proceed further unless a password is validated against the table for that customer.

The password list can also be used to identify cost centres within a client company and invoices can be 'batched' by cost centre providing the appropriate parameters have been set.

## Suspended

If an account is to be suspended, press **Y** for yes.

## VAT Mode

Determines the VAT breakdown on a customers invoice:
0 = VAT is added on to the invoice price
1 = VAT is included in the invoice price

## Priority

This relates to how important the customer is. What you input here is a number from **1** to **9**, with **9** signifying that the customer is of topmost importance and **1** meaning the opposite. This priority will then be assigned for every job that is booked for that particular customer (only if **priority mode** is set to **1** in the **parameter settings**).

## Vat Code

Here you can specify what code each customer is allocated. The code relates to the VAT rate that you are charging the customer. The VAT rates can be set through **Item 'O'** in your Accounts menu **VAT RATES**.

## CHARGES

The right-hand side of your customer account screen is devoted to calculating the price of a job by reference to its individual components. There are two columns displayed, the first headed **Customer** is where you enter the actual price you charge, the second headed **Driver** is where you enter your 'cost of sales' – what you pay the driver. These values are used to calculate docket values only when the parameters are set to 'shout account' (value 2) and only when a mileage is entered by the driver or operator. If a fare value is returned by either the driver or operator then this will override the values set in the table.

## Pickup Charge

For each customer you can enter the pickup charge, if there is one.

## Charge/Mile

This is what you charge the customer for each mile travelled. When in the dispatch screen, you simply input the mileage to clear a driver on an account job and a figure will be generated according to what is entered here.

If you have the **shout** system, i.e. where each driver on an account job needs to either shout the fare or the mileage for the operator to clear them, a figure will be generated from the mileage they quote.

If you do not have a **shout** system a figure will be generated from the mileage estimated by the program when the booking is taken, i.e. the mileage that appears above the quote.

## Waiting Time / Minute

This is what you charge for waiting.

## Minimum

This is the minimum fare for this customer. If the figure generated by the program is less than the minimum charge, the minimum charge will be the figure used in the invoice.

This information can also be used if you charge a **fixed price** for the customer, regardless of the job. To clear a driver on a fixed price account job, you merely enter **zero** and the minimum / fixed price will be used as default. This is based on the assumption that you have the **shout** system.

## Discount %

This is if you give a customer a discount on all jobs.

## Service Charge

A service charge figure can be input here.

## Invoice Format

Several invoice types are available – the most widely used are shown below and a reference grid is included in the "Getting Started" manual delivered with your system. You should experiment with the various formats by creating a 'Test' account and producing invoices in differing formats. It will help if you number the invoices with the format reference so that you can refer to them in the future.

**0** includes docket number and job type with waiting time in minutes
**1** Does not show docket number or job type, but does show waiting time cost and has a larger field for pickup & vias.

**Sort Mode**

This field is reserved for accounts with passwords control where cost centre batching of the invoice is required - setting the flag to 1 will enable the function.

## 2.3 Cancel Account

As the title suggests, this is if you want to cancel an account. You highlight the account you want to cancel and then press the **Delete** to cancel that account. Accounts should only be cancelled when there is no possibility of future business. If you are experiencing payment problems with a customer it is better to **Suspend** the Account until such time as you are paid.

## 2.4 Request Dockets from Master

On all but **single user** systems you will first have to request dockets to see the details of account work. By pressing **Item 4** you will request any dockets which are waiting on the Dispatcher you then need to press 'B' to clean the file. The screen will go blank for a few seconds and then you will see the docket details being transferred. If there are no dockets to transfer, the screen view will return you to your screen menu immediately**.**

As you can not use any other utilities while the management machine is requesting information, it is advisable to transfer your dockets on a regular basis, preferably daily, as this will prevent your management machine being unusable for long periods of time. If this is not possible then alternatively you could do it all in one go overnight when the machine would normally not be in use.

**YOU MUST PRESS MENU ITEM B, 'UPDATE DOCKETS' IN ORDER TO COMPLETE THE TRANSFER PROCESS.**

## 2.5 Dockets Checks and Posting

On entering this screen, you are prompted to input the starting date, i.e., the beginning of the period you want to access. The program will take you to the beginning of the month as a default, but you can alter the date with the arrow keys.

Secondly you input the end of the period you want to look at. The present day is shown as the default. Again you can change this with the arrow keys. Once you have entered the period you would like to look at you can select the **Vehicle or**

**Driver** identities you require to see just the work which meets with your selection for that period. You can leave these fields blank if you wish and the system will show all dockets for the period requested.

Dockets Pricing Page : 001/001 Total NO. : 0002
From Date : 01/09/2002 Sunday Cost C+A £: 0.00 + 15.00 = 15.00
To Date : 17/09/2002 Tuesday Price C+A £: 0.00 + 17.00 = 17.00
Vehicle :
Driver :
Account :
DOCK. DATE TIME ACCNT FROM TO VEH DRV COST PRICE
0 16/09 10:20+ AUTO01 12 DANES RD n13 AUTOCAB, NE 20 1 5.00 6.00
0 17/09 10:20+ AUTO01 3 MALGAM DR LEAFIELD DR 20 1 10.00 11.00
ARROW KEYS Edit DELETE F10:print F8:post all F7:post single View ESC

Finally the program asks you to input the code of the account customer you want to look at. You can press **F9** to bring up the entire list of account customers or you can type in the account code. Alternatively pressing **Enter** at this point, i.e. leaving the field blank, every job for every account customer will be brought up for the period you have entered.

Once an account has been entered, account information is displayed.

On the top right hand corner of the screen, the total number of jobs for the period is shown as well as the total cost and the total price and also the Vehicle and Driver details.

Below this, a docket number column is given. The docket numbers below are generated by the computer itself. You can enter your own docket number, if you so require, by pressing **E** (for edit), and then changing it manually.

Next the date on which the job was booked for is shown, as well as the time. The account code is next, followed by the pickup address and then the destination. Next is the price, which is the amount you charge the customer, followed by the cost which is the amount you give to the driver.

If you are not satisfied with any of the information given for a job, you can edit the information with the **E** (for edit) key. Once you are satisfied that all the details are correct, you can press **F8** to **post ALL** the information or **F7** to post **a single job**. By Posting, the details are transferred from this screen to both the Customer's Account, for invoicing, and the Driver & Vehicle Posting file.

By pressing **F10**, all the account jobs brought up for any given period will be printed out so that you can check them in detail. As well as details of the jobs themselves including price (flag setting required) is shown on the printout.

By pressing the **Delete** key, you are able to **cancel** any job that is highlighted.

You can view a job's details in more detail by pressing **V** for view.

To get out of the Docket, Checks and Posting screen, just press **Esc**.

**IMPORTANT NOTE:** To save time when editing dockets it is possible to go straight to the pricing fields on a job by pressing the **INSERT** key.

## 2.6 Add More Dockets

This is where you enter dockets **manually**. The screen is similar to the booking screen but differs in that it asks you for the vehicle and driver that did the job, the mileage of the job, the price of the job, i.e. how much you charge the customer, and the cost of the job, & how much you paid the driver for the job. Once you have entered a job you will automatically be presented with a fresh input screen for the next docket. (You do not need to press 'end').

## 2.7 Invoicing

Once you have posted the information in **Dockets Checks and Posting** you can then invoice the customer. This you do by choosing **Item 7** on the accounts menu. The program first asks you for an invoice date (so if needs be you can backdate your invoice to ensure payment on time). Next you are asked for the period you want to invoice for. You change the dates in the same way as you do in the booking screen, i.e. with the arrow keys. When you have the correct date for the beginning of the period, press **Enter** to highlight the second date. This date is for the end of the period you want to invoice for. Once you have input this, press **Enter**.

Now input the account customer you want to invoice, in the same way as before (i.e. **F9** or account code). This time an account code **must** be input, you cannot leave this field blank.

A list of all the jobs done for that account in the specified time period will then appear.

Virtually the same details appear on the screen as on **Dockets, Checks and Posting.** The only difference being that the **cost** (amount driver gets) is not displayed as it not relevant to the customer but the reference number is (if there is one).

If you are still not satisfied with the information on any of the jobs, you can alter them by pressing **E** for edit. Bear in mind, however, that whatever details you alter at this stage will not be reflected in the drivers account, as the original details have already been sent via **Dockets, Checks and Posting**.

Invoicing
Page :001/001
Total NO. : 0002
From Date : 01/09/2002 Sunday
Total Cost :£ 15.00
To Date : 17/09/2002 Tuesday
Total Price:£ 17.00
Vehicle :
Invoice No.: 3
Account : AUTOCAB
DOCK DATE TIME REFERENCE FROM TO VEH PRICE
0 16/09 10:20+ 12 DANES RD n13, AUTOCAB, NEX 20 6.00
0 17/09 10:20+ 3 MALGAM DR LEAFIELD DR 20 11.00
ARROW KEYS:select Edit ENTER DELETE View F6:create invoice ESC

You can cancel a job by pressing **Delete**. When you are satisfied with what is on the screen you press **F6** to create the invoice. The program asks if you want to print the invoice. If so type **Y** for yes.

The program will then ask you for how many copies you want.

If you want to produce all your **weekly** invoices in one go without having to go into each separate account one at a time and then creating one, you can press the **F2** key at the **Acc:** line. This will bring up a red box asking you if you want to produce all your **weekly** invoices. Type **Y** to confirm. The program will then produce the invoices and indicate which ones have been created, on the screen.

To produce all your **monthly** invoices you press **F3** and the procedure is the same as above.

To produce invoices of any other period in one attempt, press **F4**, and all the customers tagged by the letter **A** in the **period** field in **Open New Customer** screen will have invoices produced for them.

To produce invoices for **ALL** account customers in the specified time range, press **F5**.

## 2.8 Invoices Retrieve

This option allows you to access invoices after they have been posted and printed. You simply enter the month and year you want to look at by pressing the arrow keys to change the date.

You then choose a customer with the arrow keys and by pressing **V** for view, a list of all the jobs undertaken for that company will appear. By pressing **V** again on any

particular job, the full details of that job will appear. **F3** will print out another copy of the invoice.

## 2.9 Credits & Debits

Here you can create credit or debit notes. Simply follow the help line at the foot of the page and enter the values and text fields as required. The final entry field is for 'Type' – enter 'C' for a Credit and 'D' for a debit note.

## 2.10 Statements

This allows you to issue statements, make payments against complete invoice values (partial payments must be entered as credits). Create and publish credit notes for issue to your customers.

On entering the screen you will be required to select 'From' and 'To' dates for the period you require, press **ENTER** and you will be invited to either enter the Account Code or display a list of Accounts by pressing **F9**. The screen will now display all transactions for the relevant period. By bringing the screen cursor down on to a particular invoice you can allocate credits by pressing **'C'** and **ENTER**. A list of the jobs on the invoice will be displayed, move to the job you want to be credited and press **F6** to issue a credit note (you can also print a credit note to issue to your customer).

Statements Account : AUTOCAB
DATE TEXT DEBIT CREDIT BALANCE
19/09/2002 INVOICE 00003 (31-08-2002) 54.95 -54.95
19/09/2002 CREDIT NOTE 00001 (INV 00003) 0.00 -54.95
19/09/2002 OFFSET INV 002314 10.00 -44.95
Payments Credit note F3:print credit note F10:print statement ESC

## 2.11 Update Dockets

Is used to complete the transaction of transferring dockets from the Management Machine. See Menu Item 4 – Request Dockets from Master.

## 2.12 History

Allows you to view history files which have been transferred from the Dispatch machine. As these files will be useful to you in the process of checking dockets it is

important that history is transferred, if possible, on a daily basis. Having your history available within the Accounts module means that you do not have to log-on to Booking & Dispatch. You can also regenerate a job as an account docket by pressing F5 when viewing the full job.

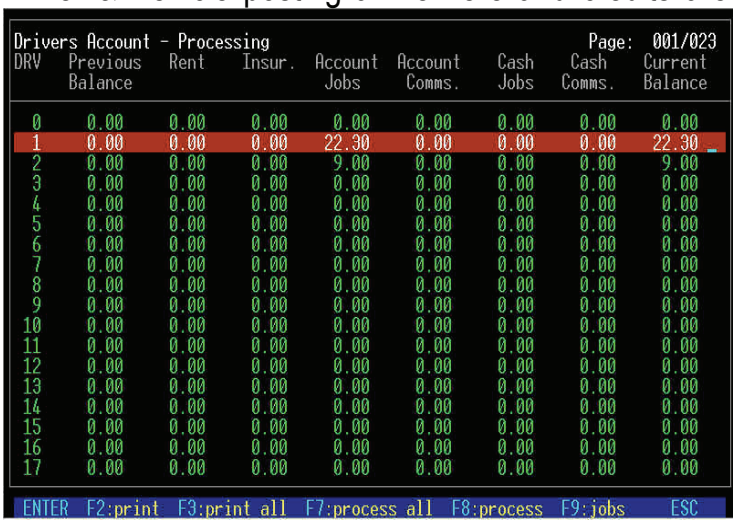
## 2.13 Driver & Vehicle Posting

This is similar to the invoice screen, and information only comes to this screen if you have **posted** the data in **Dockets, Checks and Posting**. Like the invoice screen, you need to input the period you want to access.

Once you have entered the period and pressed **Enter**, all the details relating to each vehicle and driver, who have done jobs in this period, appears on the screen.
As with Dockets, Check & Posting you can edit all of the fields in jobs displayed. Once satisfied that they are correct you can either post them **singly with F7** or **as a batch with F8**.

## 2.14 Drivers Account - Process

This is where you manage your Drivers Paysheets and credits. Dockets from the Driver & Vehicle posting arrive here and credits are allocated. Each line of the screen displays a drivers call sign and the various credits, debits and balances due at that time.




When placing the cursor on a particular driver you have a selection of options shown at the foot of the screen.

The first time that you run the Process Driver menu **YOU MUST PROCESS EACH DRIVER INDIVIDUALLY FOR THE FIRST TIME ONLY.**

You can print ALL **(F3)** or just the highlighted driver **(F2)** – if you exercise this print option before processing the Drivers Sheet then the copy will be marked 'preview' and will include a listing of the driver's credits. It may be useful to have the driver initial this 'preview' so that you can retain it for your records before the sheet is processed. In the same way you can Process (by which we mean, carry the

current balance forward and add in next weeks rents, insurances and other regular payments) for ALL or just the one driver – processing voids the list of credits because these have been accounted for.

If you press **ENTER** whilst on a field the format for the full driver's sheet is displayed (see above) – you can navigate using the arrow keys and the ENTER key. To change values press **DEL** and enter the required value. So long as you have defined your **RENT CODES** and entered the relevant ones into each **DRIVERS DETAILS** then all the regular payments will have been transferred to this record last time you processed this driver.

Whilst in this view you can edit the values for **CASH** and **ACCOUNT COMMISSIONS** (even though they may have been set at different values through the **RENT CODES**).

You can also add in any transactions you wish by bringing the cursor down to an empty field and pressing **ENTER** – fill in the text and values in the dialogue box and press **ENTER** again. If you wish this item to be repeated each time you process this driver, press **F12** and an asterisk will appear to the left of the item to confirm that this has been done. Pressing **F12** when on a field with an asterisk will remove the asterisk and stop the item being repeated.

## 2.15 Drivers Account - Print

Whilst it is possible to print directly from the **DRIVERS ACCOUNT PROCESS** module you can also print directly from this module.

You will be invited to enter the call sign of the driver whose pay sheet you require and you may print the current sheet (either processed or unprocessed) or reproduce a copy of any previous pay sheet. Please be aware that copies of previous pay sheets will not have jobs listed as these will have been voided by processing. In

order to keep a record of the jobs credited for that driver for that period it is suggested that you take a print 'preview' of the Drivers Sheet for your own records.

## 2.16 Vehicle Account – Process

In the same way as Drivers Account Process deals with drivers this lloks at the same data from a vehicle point of view. This can be of use when a driver owns several vehicles and sub-contracts these in double shifts to other drivers.

## 2.17 Vehicle Account – Print

In the same way as Drivers Account Print deals with driver sheet history this maintains vehicle history.

## 2.18 Rent Codes

This screen works in the same way as VAT rates except it applies to Driver's rents, insurance and commission.

The rent codes defined here must also be posted into the individual driver's details (Autocab Utilities Menu) to have effect.

Make sure that you press **END** to save any changes.

## 2.19 Rates and Prices

This screen is for inputting all your rates and prices for **quotations** in the booking screen. You are provided with four tables, accessed from the main menu. Each

table is indexed by the day of the week and the hour of the day – the tables relate to **Tariffs** (rate charged per mile), **Pickup Charges**, **Minimum Fares** and **Waiting Times**. You can enter different values for each hour of the day and each day of the week to account for overnight rates etc. making the fare calculation totally flexible.

Each table has a help line at the foot of the page. To enter values simply type the pounds and pence in each cell and press **ENTER**. To repeat a value across a whole line press **F12**.

When you are satisfied with the rates you have entered, press **END** to save them.

## 2.20 VAT Rates

In this screen, it is possible to up to four different values of VAT. For that rate to be used when entering in account customer details, simply enter the corresponding VAT code.

To save the values you enter, press the **END** key.

## 2.21 Multi-Company Transfer

This option is not applicable to single station systems.

This facility is only used if you want to transfer account information from one **accounts machine** to another at a remote location, via a floppy disk. Therefore it is only useful if your company has two offices.

## 2.22 Request Shift Reports

Requests information from the Dispatch machine regarding shifts worked by drivers. Please note that your Parameter Settings needs to be enabled for the system to store this information. ('Record Times' page 2, col 1 needs setting to value 1.)

## 2.23 Driver Shift Reports

Only when you have requested shift information can you produce Drivers Reports.

Select the start and end dates you require from the screen menu and also the driver (you can either enter the call sign or press F9 for a list of drivers). A list of driver activity will be displayed in the above format and you will be able to publish copies of this by following the print menu.

## 2.24 Procedure For Invoicing Accounts

All accounts are checked and invoiced through the accounts menu.

If you have two or more stations, you will need to request the dockets (account jobs) from the master(dispatcher) machine using Menu Item 4, **Request Dockets from Master**.

Firstly, you need to go into **Dockets Checks and Posting**. Select the date from and to the period that you want to check and enter either the **account code** or press **F9** to choose the account that you want to process.

In Dockets checks and posting you can view each job and make any alterations that are necessary such as the price or job details. Once you are satisfied with the details

you can post all the dockets. Posting the dockets will send them to two locations; **Invoicing** and **Vehicle & Driver Posting**.

**2]** If you need to add in more jobs for any customers, you can do so by going into : **Add more dockets**. This screen has the same set-up as that of the booking screen in the booking & dispatch program. You enter the details of the job as you would including details of which driver and vehicle the job was allocated to, the date the job was done, the account name, the docket number etc.

Once you have entered the details, you will find that the information has been transferred to Dockets, Checks and Posting.

**3]** When the jobs are posted they are sent to another file that is responsible for invoicing. To create an invoice you need to go into **Invoicing**.

The procedure for bringing up an invoice for an account customer is similar to that in Dockets Checks and Posting. You select the issue date to be printed on the invoice and the dates from and to that you want the invoice to run for and choose the account you want to invoice.

Even at this late stage it is possible to make any final amendments to any jobs that appear on the screen.

Once you are totally satisfied with all the information you press **F6** to create the invoice. You can create a draft invoice if you wish by pressing **F11**. On screen instructions are then provided to help you through.

**4]** If one of your customers were to lose an invoice or you needed another copy for whatever reason then all invoices, once they have been created, can be printed out again in **Invoice Retrieve**. Select the year and month that the invoice was created and press enter. This will provide you with a list of all accounts that were invoiced during that month. Highlight the invoice you require a copy of and press **F3**. You can do this an unlimited number of times and you can access as far back as your history for the account goes.

**This completes part 2 of the user manual.**

# 3 AUTOCAB UTILITIES

## The Screen

By choosing option 3 on the **Autocab Main Menu**, this will take you into the Autocab Utilities facility. The Autocab Utilities Menu will then appear, giving you a list of options for the package. We will discuss each of these options in turn.

## 3.01 A-Z Maintenance

This is the option that is most likely to be used when the Autocab System is first acquired.

This option allows the user to input all the popular pick up addresses that are not already included in the database. These addresses are what we call **well knowns** and are types other than roads or streets. These **well knowns** could be, clubs, hotels, restaurants, etc.

To add a well known such as a hotel, for instance, you would have to go through the following procedures.

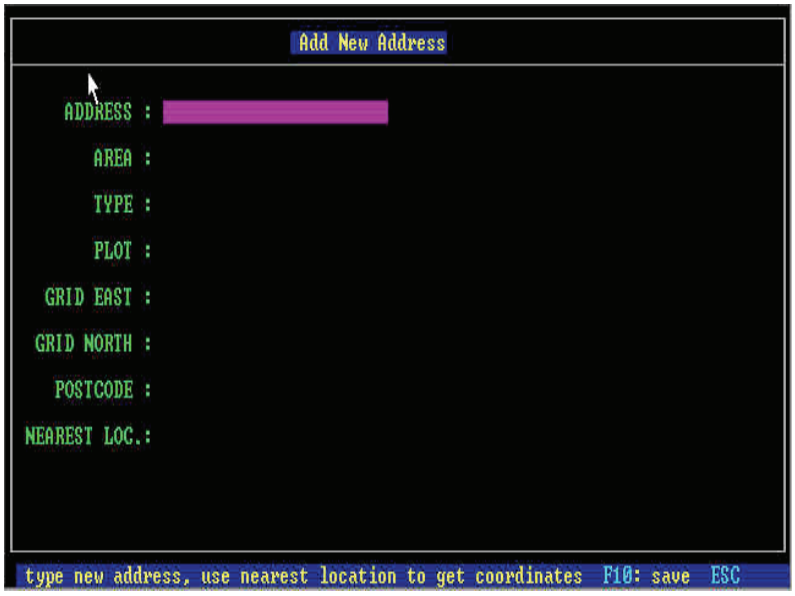
Firstly you would choose the **Autocab Utilities** option from the main menu.

Secondly you would choose the **A - Z Maintenance** option from the utilities menu.

Thirdly you would choose the **Add New Address** option in the A - Z Maintenance Menu. This then takes the user into a data input screen, where the program asks you for various information. We will look at each field in turn.

## Address

The program asks you for the name of the address you want to add to your **A** to **Z**.




Let us choose the hotel 'The Queens Arms' as an example.

## Area

The program asks for the area in which the hotel is located. Let us assume that the hotel is in Townsville for now, so you would input Townsville in this field.

## Type

As we have seen in the booking and dispatch mode, type refers to **R** (for **R**oad), **S** ( for **S**treet), etc. As this is a hotel (not a road or street), we need to think of a type for Hotels, as well as other **well known** places.

You may think that the letter 'H' could be used, but then this would conflict with all your Halls (e.g. Mount Hall or St. James Hall).

Generally, we recommend that the letter '**X**' be used for **all** your well knowns, as this does not clash with any other letters. If you are adding a town or city to your database, we recommend that you use the letter '**N**'. We will discuss this in more detail, later.

## Plot

This refers to what zone the address is in, i.e. In which of the plots (1 - 255) does it exist. We have already put the area as Townsville which we will say is in plot 1 on the dispatch screen. We therefore put the value **1** for this field.

**N.B.** If you cannot remember which grid represents which plot, it is a good idea to make a note of them from the dispatch screen before going on to add your new addresses. It is helpful to produce a list of the plot numbers and names in numeric as well as alphabetic order – each operator can then have a copy for quick reference.

If it was a town or a city you wanted to put into the database, such as Birmingham, then you type in the number that you have specified as the 'Out of Area' plot for this field.

## Grid East & Grid North

These fields need only to be filled in if you are inputting a town or city into the database. The program asks you for the grid references of the town/city and these can be obtained from maps that give such co-ordinates. If you have a GPS system this information can be found in the bottom right-hand corner of your mapping screen. We will come back to this later in more detail.

## Postcode

This is self explanatory, just put the postcode of the address, the first two or three characters should suffice.

## Nearest Location

Here the program asks you for the nearest address, within the existing database, to the new location you are entering at the time. If it is a pub or a hotel, for instance, just input the name of the road on which the pub \ hotel is located. Be careful! Avoid selecting long roads as the reference point will be the centre of this road. It is often better to select a short road near to the place you wish to add.

The program will transfer the co-ordinates of the road you select onto the new location.

Once you have input data for each of the fields, you press **F10** to save the information, as it points out on the help line. The program then asks if you are sure you want to save the address. Just press **Y** to confirm.

### Inputting a Road into the A - Z

Occasionally a road needs to be put into the A-Z. The principle is the same as inputting a **well known,** the difference being, you input **R** or **S** etc. for the type. You then input the nearest road to that location for the last field.

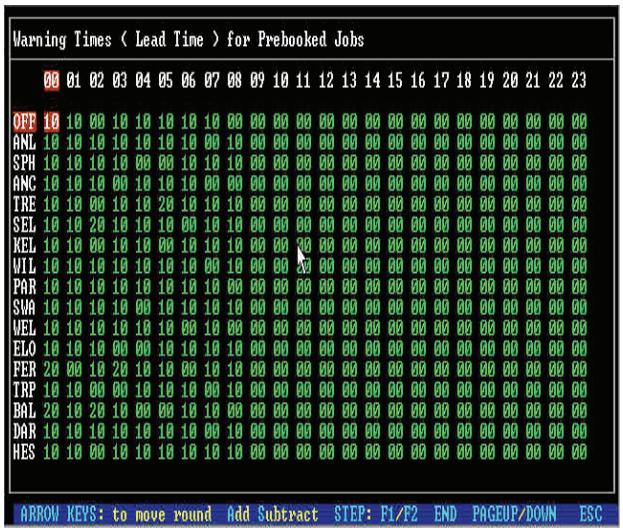
**TIP !!** If you have a long road within a plot – try splitting it into 2 or three sections by adding them as a new address. This will not only improve the accuracy of your pricing of jobs but will make your GPS work more efficiently if you are using GPS.

## 3.02 Set Time and Date

This option is for setting the time and date and serves the same purpose as the **Time** and **Date** commands in your operating system. This option is used if, for some reason, either the current date or time is incorrect (or maybe both) and needs to be adjusted. This option is also required when moving from GMT to BST and vice versa.

To change any part of the date or the time, just highlight what needs to be changed with the left or right arrow keys. Once you have highlighted what needs to be modified, use the up or down arrow keys to alter. When happy with the alterations press **ENTER** to save. Note: For the time and date to be posted to the Booking & Dispatch stations – they need to be switched on!

## 3.03 Warning Times




This module is used to set the warning times for advanced bookings, i.e. The amount of time needed for an advanced booking to come up on the dispatch screen before the job is due.

For instance, if a pickup is in a certain plot and you know it takes about twenty minutes, on average, for a car to reach that plot, you set the warning time for this plot to be twenty minutes. This means that twenty minutes before the

job is due, it will appear on the dispatch screen with a bleeping sound. To set the warning times for each plot, press **3** on the Utilities Menu. This will take you into a screen that shows you all of your plots. Along the top is a 24 hour clock so that you can set the warning times for each plot for different times of the day. The initial settings for each of the plots is zero minutes. This means there is no warning time set, i.e. The booking will appear on the dispatch screen at the same time the job is booked for.

To alter the warning times for any plot, choose the warning time you would like to alter with the arrow keys and then alter the time with the **A** (Add) or **S** (Subtract) keys. All times are in **minutes**, so if you wanted to set the warning time for **out of area** jobs to one and a half hours you would have to set the warning time to **90**.

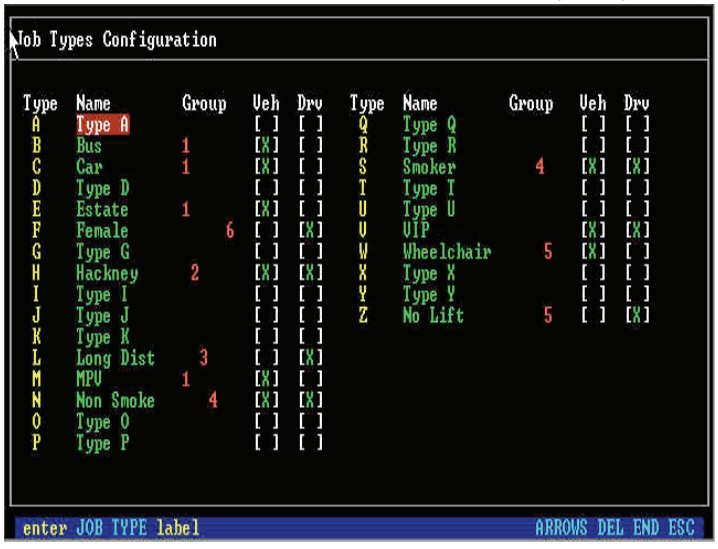
Pressing **PGE DOWN** will reveal more plots, **PGE UP** will take you back.

Once you are happy with the settings, press **END** to save them.

**TIP !** In Parameter Settings you can apply a multiplier to these warning times if you have pick-ups at great distances. The multiplier will apply to the whole table so you will need to reduce the times you enter for your local areas correspondingly.

## 3.04 Job Type Configuration

You can assign types or characteristics to both drivers and vehicles. These types will also be entered into Drivers Details (3.10) and Vehicle details (3.11) so that the program can recognise which is the right driver and vehicle combination for out-of-the-ordinary jobs.


Job Types Configuration
Type Name Group Veh Drv Type Name Group Veh Drv
A Type A [ ] [ ] Q Type Q [ ] [ ]
B Bus 1 [X] [ ] R Type R [ ] [ ]
C Car 1 [X] [ ] S Smoker 4 [X] [X]
D Type D [ ] [ ] T Type T [ ] [ ]
E Estate 1 [X] [ ] U Type U [ ] [ ]
F Female 6 [ ] [X] V VIP [X] [X]
G Type G [ ] [ ] W Wheelchair 5 [X] [ ]
H Hackney 2 [X] [X] X Type X [ ] [ ]
I Type I [ ] [ ] Y Type Y [ ] [ ]
J Type J [ ] [ ] Z No Lift 5 [ ] [X]
K Type K [ ] [ ]
L Long Dist 3 [ ] [X]
M MPV 1 [X] [ ]
N Non Smoke 4 [X] [X]
O Type O [ ] [ ]
P Type P [ ] [ ]
enter JOB TYPE label
ARROWS DEL END ESC

You are provided with a table of 26 characteristics for both the driver and for the vehicle. It is up to you to define these.

For drivers, you may select types such as **F** for **F**emale drivers or **S** for drivers who allow **S**moking. For vehicles you may select **E** for **E**state car, **B** for **B**us, **M** for **M**PV and so on.

You navigate the table with the arrow keys replacing the setup definitions (Type A, Type B etc) with those you have decided will be useful for your company. You do not have to use them all!! Once you have entered the Type you can enable it by placing the cursor into the box headed either 'vehicle' or 'driver' and pressing the **SPACEBAR**. An '**X**' will appear in the box and you will see that this box is highlighted in the corresponding Driver and Vehicle Screens which we will come to later.

In order to prevent booking staff entering illogical types into a job (such as **BE, B**us & **E**state car) you are provided with 6 groups into which you can allocate your defined types. To place a Type within a group you need to place the cursor between the field where you created the Type and the box where you enabled it. Simply type in the number (between 1-6) that you wish to assign to that particular group and that number will appear in **red** (see diagram).

If enabled by your administrator, you may also have '**EXCLUSIVE**' types - this means that the system will only send this category of job to them although it does not prevent an operator forcing a job on them.

You can also assign foreground and background colours to your job types by entering a numeric value in the **FC** and **BC** columns. Use the same values as for changing Zones Configuration.

## 3.05 Bid Zone Configuration

This is a table similar to the Backup Zone table which allows you to define a series or group of zones in which a driver can bid. This lets the owner define bidding areas rather than allowing the driver to bid anywhere. To enable bidding zone strategy you must set the data flag ( page 2, bottom of column 3 - Data Settings) to the value 3.

## 3.07 Request Jobs Count

This facility is only applicable to customers with more than one station. You use this to receive statistics from the Dispatcher

.

Similar to other utilities, you simply select the period of time you wish to examine and you will see the files appearing on the screen as they are pulled across from the dispatcher. These files are the core data from your Base Count Screen (F5 + F5 in

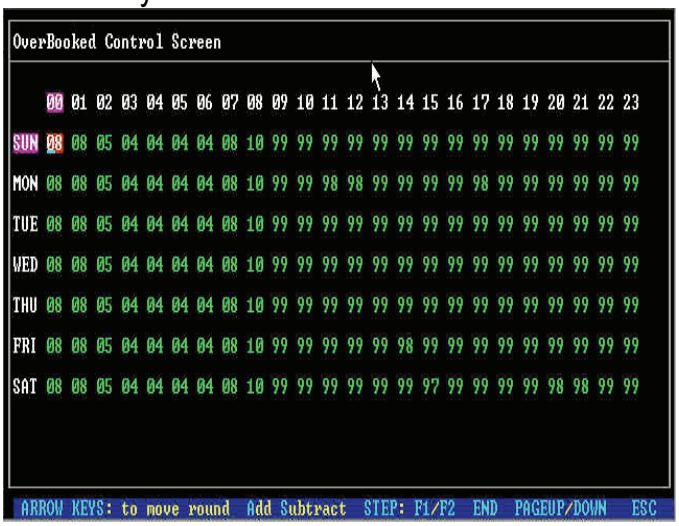
the Dispatch Screen). The system does not discard this information when a new shift begins but stores it in date format, waiting for you to transfer it so that you can use the information for mid and long-term planning.

As with Request Dockets in the accounts menu, it is important that you request jobs count on a regular basis, preferably daily. This will help keep the management machine up to date and enable you to access correct information all of the time.

## 3.08 Overbooking Protection

This utility is to allow the user to input the maximum number of advanced bookings to be taken for any fifteen minute period before a warning sounds. An example is, if you know you only have fifteen cars between ten o' clock and eleven o' clock and you do not want take any more than five advanced bookings at any fifteen minute period between those hours, you can set the protection for **5**.

This means, if you already have five bookings between ten and quarter past ten, or quarter past ten to half past ten etc., you will get a **RED BOX,** warning the operator before they book the sixth.




The operator has the option of taking the sixth booking if they want, but the warning allows them to check if there will be enough cars available at that time.

To set overbooking figures, simply highlight the time on the day you want to change. This is done with the arrow keys. The numbers at the top of the grid represent the 24 hour clock and the days are down the left hand column.

It is important to remember that the times at the top represent **fifteen minute** periods between that hour and the next. With the arrow key, highlight the right hour on the right day and use **A** for **Add** or **S** for **Subtract** to alter the figure.

If your company is large enough, and has no need for this protection, you can set the figure for **99** for all the times. Unless you get 99 bookings in any fifteen minute

period, the warning will never sound. The quickest way of doing this is by pressing **S** (for **S**ubtract) when the setting is at zero. The figures are in a loop, so if you subtract when at 0, you will then get 99.

To save the information, press the **END** key.

## 3.09 Passwords Control

This option allows you to set multi-level passwords so that only the staff who are authorised can access the various levels of the system. The opening menu offers options to **A**dd a new user or **E**dit \ **D**elete an existing user.

You need to enter a **USER NAME** first followed by an a **PASSWORD** (alpha or numeric) which may be up to 10 characters long.

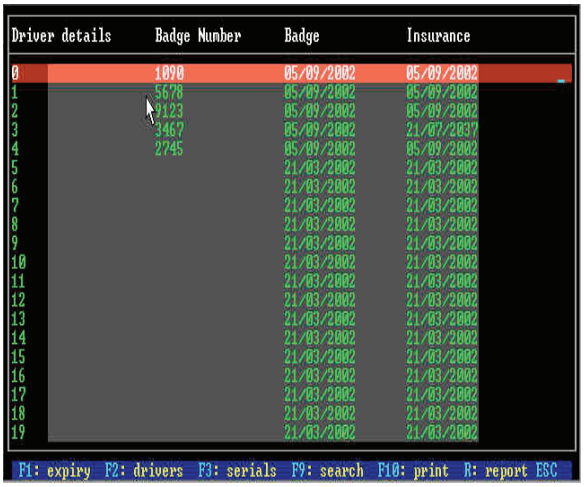
Next, provide two initials for the user which will be used as 'tags' when tracking activity (who booked a job, shift reports and the like).

Finally, you can decide on the **LEVEL OF ENTRY** for that particular user – levels are defined as follows and the level you set will determine which of the system modules the user can access:-

| | | |
|---|---|---|
| 10 | - | Booking |
| 20 | - | Dispatch |
| 100 | - | Management |
| 200 | - | Accounts |
| 1000 | - | All Modules |

After you have added or amended an existing user details, you will need to press **END** to complete the entry.

## 3.10 Drivers Details

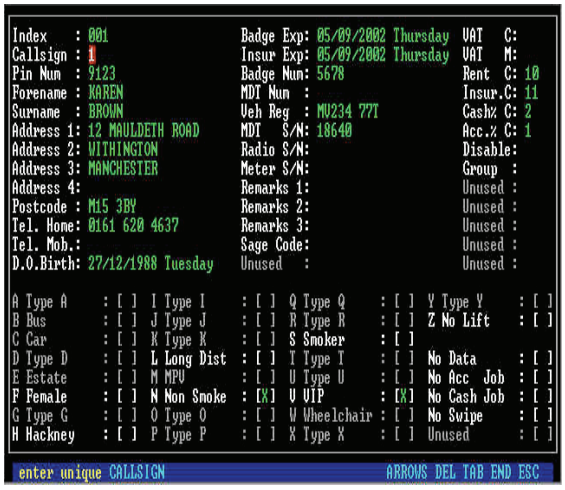



This option allows the user to input drivers details into a database. By choosing this option you will arrive at the drivers details screen. On the left hand side is a list of one hundred numbers, 00 to 199. Each of these numbers corresponds to a driver. Using any of the function keys from **F1** to **F4** will display different details for the drivers. For example,

pressing **F1** will show the expiry dates of various items such as MOT, INSURANCE, PLATE e.t.c.

To input data for a particular driver, just highlight the driver's number with the arrow keys. Once the number is highlighted, press **enter** to edit the details. The help line at the foot of the screen will guide you through the various fields.

The lower portion of the table is reserved for Driver Type definitions. You will have set these earlier (see 3.4). To enable a definition simply place the cursor into the box you wish to select and press the **SPACEBAR**. An '**X**' will appear in the box to confirm that this Type or characteristic is set for that particular driver.


Index : 001
Callsign : 1
Pin Num : 9123
Forename : KAREN
Surname : BROWN
Address 1: 12 MAULDETH ROAD
Address 2: WITHINGTON
Address 3: MANCHESTER
Address 4:
Postcode : M15 3BY
Tel. Home: 0161 620 4637
Tel. Mob.:
D.O.Birth: 27/12/1988 Tuesday
Badge Exp: 05/09/2002 Thursday
Insur Exp: 05/09/2002 Thursday
Badge Num: 5678
MDI Num :
Veh Reg : MU234 77T
MDI S/N: 18640
Radio S/N:
Meter S/N:
Remarks 1:
Remarks 2:
Remarks 3:
Sage Code:
Unused :
VAT C:
VAT M:
Rent C: 10
Insur.C: 11
Cash% C: 2
Acc.% C: 1
Disable:
Group :
Unused :
Unused :
Unused :
Unused :
Unused :
A Type A : [ ] I Type I : [ ] Q Type Q : [ ] Y Type Y : [ ]
B Bus : [ ] J Type J : [ ] R Type R : [ ] Z No Lift : [ ]
C Car : [ ] K Type K : [ ] S Smoker : [ ]
D Type D : [ ] L Long Dist : [ ] T Type T : [ ] No Data : [ ]
E Estate : [ ] M MPV : [ ] U Type U : [ ] No Acc Job : [ ]
F Female : [ ] N Non Smoke : [X] V VIP : [X] No Cash Job : [ ]
G Type G : [ ] O Type O : [ ] W Wheelchair : [ ] No Swipe : [ ]
H Hackney : [ ] P Type P : [ ] X Type X : [ ] Unused : [ ]
enter unique CALLSIGN
ARROWS DEL TAB END ESC

You need to be sure to enter **RENT CODES** in these records so that you drivers' paysheets work correctly. You can also prevent a driver from either logging onto or being booked onto the system by entering a '**Y**' into the box labelled '**Disabled**'.

On pressing **enter**, the program takes you into another screen, which is the data input screen. Here you enter the relevant information for each of the fields. Once you have entered all the details for a driver, just press the **End** key to save the information.

## 3.11 Vehicle Details

Similar to the Drivers Details, this provides vehicle information and follows a similar format for both details and type definitions. It is important that you enter as much information as you can to ensure the correct assignment of work.

## 3.12 Transfer History

This option allows management to transfer the history files from the dispatch machine. Simply select the time period for the history you require.

Index : 000
Callsign: 0
Make : VAUXHALL
Model : VECTRA
Veh Reg : T977 GUB
Colour : BLUE
Disable :
Owner :
Channel : 1
Size : 4
Plate Num: 2341
MDI Num: 1002
MDT S/N:
Radio S/N:
Meter S/N:
Unused :
Plate Exp: 28/02/2003 Friday
Insur. Exp: 28/02/2003 Friday
MOT Exp: 28/02/2003 Friday
R. Tax Exp: 28/02/2003 Friday
Start Date: 28/02/2003 Friday
Remarks 1: COMPANY CAR
Remarks 2:
Remarks 3:
A Type A : [X] N Non Smoke : [ ] No Data : [ ]
B Bus : [ ] O Type O : [ ] Unused : [ ]
C Car : [X] P Type P : [ ] Unused : [ ]
D Type D : [ ] Q Type Q : [ ] Unused : [ ]
E Estate : [ ] R Type R : [ ] Unused : [ ]
F Female : [ ] S Smoker : [X] Unused : [ ]
G Type G : [ ] T Type T : [ ] Unused : [ ]
H Hackney : [ ] U Type U : [ ] Unused : [ ]
I Type I : [ ] V VIP : [ ]
J Type J : [ ] W Wheelchair : [ ]
K Type K : [ ] X Type X : [ ]
L Long Dist : [ ] Y Type Y : [ ]
M MPV : [ ] Z No Lift : [ ]
enter unique CALLSIGN eg: K01
ARROWS DEL TAB END ESC

Again this needs to be done on a regular basis, preferably daily but at least once a week so that all history is accessible on

the management machine. You will use this history in connection with account queries and the like

Remember if you request history for a long period, you may find that your management machine will be busy and hence unusable for other utilities for a long time.

## 3.13 Delete History(Remote)

This facility enables you to delete periods of history from the other machines. This is necessary when freeing disk space. Simply specify the dates from and to that you want deleted.

## 3.14 Delete History(Local)

This is the same above except it applies to the management machine only.

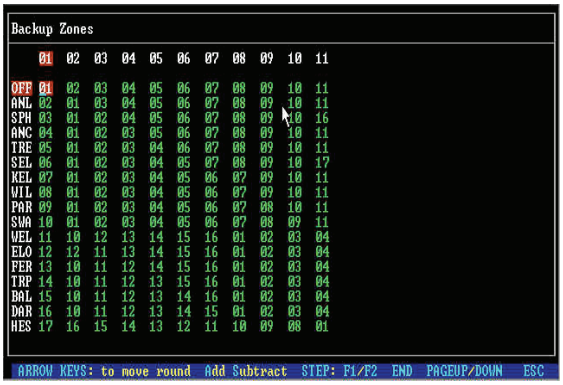
## 3.15 History

This works in exactly the same way as that described in the Booking & Dispatch chapter.

## 3.16 Analysis

This allows you to view the statistics for any period once it has been requested using **REQUEST JOBS COUNT** (3.7).

## 3.17 Backup Zones



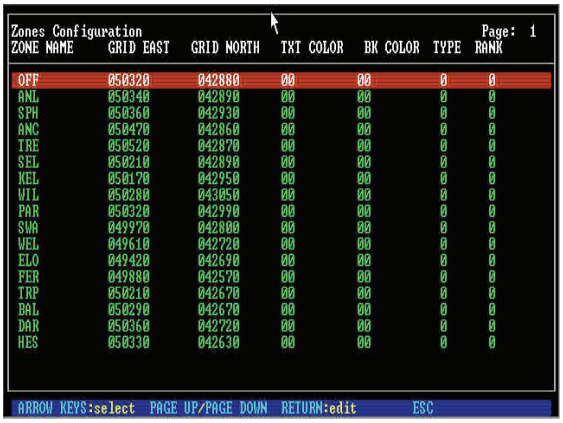

In this screen it is possible to set up your backup zones for each of your plots for each day - you can set different values for each hour of the day and every day of the week. A screen view is provided for each day of the week - follow the instructions at the bottom of the screen which allow you to move to the next hour or to copy a set of values.

Backup zones allow the computer to look at the next available plot if there are no clear drivers in the plot that the job is picking up from. Up to 75 backup zones can be specified which are entered in as a number - these settings can be varied by the hour for every day of the week.

Backup zone 1 is always put as the zone that corresponds to that plot i.e. If you name plot 1 as **BAS**, you would enter under backup zone 1 next to **BAS** as **01** using the arrow keys and '**A'** add or '**S'** subtract to alter the figure.

## 3.18 Zones Configuration

Using this facility it is possible to change the name of your plots and even add new plots by editing the details in this screen.



Edit Zone
Zone Name : OFF
Grid East : 050320
Grid North : 042880
TXT Color : 00
Background : 00
GPS Type : 0
Rank Type : 0
ARROW KEYS:up/down DELETE END: save and quit ESC: quit

The zone configuration screen allows you to edit the plot name and also the grid reference co-ordinates. They are used by the program when you **Freetype** an address in the Booking Screen to give an approximate location reference for an address which is not in your AZ database and therefore an approximate price. It is therefore important that the Grid East & North fields are filled in.

Adding a new plot is straightforward. Simply edit the details for the plot name in the zone configuration screen. To enter the grid reference co-ordinates you will need to take the co-ordinates for the street that is closest to the centre of that plot. To get the co-ordinates use the **AZ Maintenance** function in the **Utilities Menu** and select **modify an existing address.**

Note that when adding a new plot, all the streets that fall within this plot will need to be moved to this new plot. This can be done manually by yourselves or by using the **Map Manager** facility which was installed on your Management PC when your system was first installed. The Map Manager program is in a different directory to your Autocab program so you may need to contact GPC for some help with this.

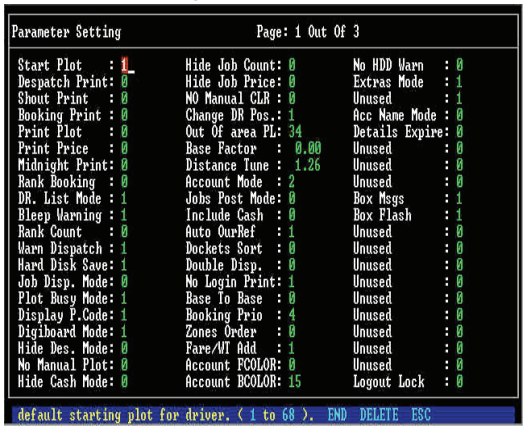
If it is an entirely new area that you want adding in (i.e. one that is not in your existing a-z) then again you can add in the streets yourselves by using A-Z maintainence.

Remember that if you are going to add in addresses then you will require all the relevant information such as postcode and the grid reference co-ordinates. Adding new plots does not restrict you to just having areas. You can add a plot that consists of only one road or an airport or a supermarket for instance.

**N.B. Any extensive modifications to the plots that require programming of the mobile data terminals by GPC will incur a cost to yourselves.**

## 3.19 Parameter Settings

This screen gives the user the option to customise his/her system to their liking. Various settings can be switched on and off at an instant. A list of these settings and


Parameter Setting Page: 1 Out Of 3
Start Plot : 1
Despatch Print: 0
Shout Print : 0
Booking Print : 0
Print Plot : 0
Print Price : 0
Midnight Print: 0
Rank Booking : 0
DR. List Mode : 1
Bleep Warning : 1
Rank Count : 0
Warn Dispatch : 1
Hard Disk Save: 1
Job Disp. Mode: 0
Plot Busy Mode: 1
Display P.Code: 1
Digiboard Mode: 1
Hide Des. Mode: 0
No Manual Plot: 0
Hide Cash Mode: 0
Hide Job Count: 0
Hide Job Price: 0
NO Manual CLR : 0
Change DR Pos.: 1
Out Of area PL: 34
Base Factor : 0.00
Distance Tune : 1.26
Account Mode : 2
Jobs Post Mode: 0
Include Cash : 0
Auto OurRef : 1
Dockets Sort : 0
Double Disp. : 0
No Login Print: 1
Base To Base : 0
Booking Prio : 4
Zones Order : 0
Fare/VT Add : 1
Account FCOLOR: 0
Account BCOLOR: 15
No HDD Warn : 0
Extras Mode : 1
Unused : 1
Acc Name Mode : 0
Details Expire: 0
Unused : 0
Unused : 0
Unused : 0
Box Msgs : 1
Box Flash : 1
Unused : 0
Unused : 0
Unused : 0
Unused : 0
Unused : 0
Unused : 0
Unused : 0
Logout Lock : 0
default starting plot for driver. ( 1 to 68 ). END DELETE ESC

their function are shown below.

**DO NOT CHANGE PARAMETER SETTINGS WITHOUT CONSULTING TECHNICAL SUPPORT.**

**Start Plot:** The number entered here determines the plot number that a driver is put in when they are started.

**Dispatch Print:**
0 Disabled.
1 Enables printing every time a job is dispatched.

**Shout Print:**
0 Disabled.
1 Prints the job after the price of the job is shouted (i.e. entered in manually).

**Booking Print:**
0 Disabled.
1 Enables printing every time a job is booked.

**Print Plot:**
0 Disabled.
1 Enables printing every time a driver is plotted.

**Print Price:**
0 Disabled.
1 Enables printing of the price when the price is shouted (works in conjunction with **Shout Print**).

**Midnight Print:**
0 Disabled.
1 Enables the printer to form feed the paper at midnight and do a printout of the day's business (i.e. Number of jobs each driver has done, number of pick-ups and drop-offs in each plot etc.).

**Rank Booking:**
0 Disabled.
1 Driver will become marked busy when plotting to another zone.

**DR. List mode:**
0 Clear and busy drivers are included in the queue on the dispatch screen.
1 Only clear drivers are included in the queue on the dispatch screen.

**Bleep Warning:**
0 Disabled.
1 The computer will bleep when an advanced booking is due.

**Warn Dispatch:**
0 Disabled.
1 Enables the warning message for illegal dispatching,

**Hard Disk Save:**
0 Does not save jobs onto the hard disk of the computer.
1 Save all jobs onto the hard disk of the computer.

**Job Disp. Mode:**
0 Lists the jobs in time order on the dispatch screen.
1 Lists the jobs as they are booked on the dispatch screen.

**Plot Busy Mode:**
0 Plot & Clear
1 Plot & Change Destination
2 Plot Only

**Display P.Code:** 0 Displays pick-up address without postcode.
1 Displays pick-up address with postcode.

**Unused:**

**Hide Des. Mode:** 0 The full address of the destination is displayed for the operators to view.
1 Hides the address of the destination of every job from the view of the operators until the job is dispatched.

**No Manual Plot:** 0 Allows the operator to plot drivers.
1 Will not allow the operator to plot any of the drivers.

**Hide Cash Mode:** 0 Operators can view the cash screen.
1 The cash screen is hidden from the operators.

**Hide Job Count:** 0 Operators can view the job count screen.
1 The job count screen is hidden from the operators.

**Hide Job Price:** 0 Operators can view the price of every job.
1 The price of every job is hidden from the operators.

**No Manual CLR:** 0 This allows the operator to clear any driver if he wishes.
1 This disables the operator from clearing drivers.

**Change DR Pos:** 0 The operator can not position drivers in the queue.
1 The operator is allowed to position drivers in the queue. (this has not yet been implemented).

**Out Of Area PL:** The number entered here determines which plot is allocated to be the Out of Area Plot, 1 to 68 (N.B. This will then move all Out of Area roads to the new Out of Area Plot).

**Base Factor:** This is measured in miles and is used when mileage is inaccurate when booking jobs from the base plot. Entering any value between 0.00 to 10.00 will offset the distance estimated by that value.

**Distance Tune:** Adjusting this value may increase the accuracy of estimated distance between streets. (Any value between 1.00 and 10.00 can be entered.

**Account Mode:** 0 Represents No Shout i.e. Drivers can be cleared from any

job by typing the driver number and pressing 'c' to clear.

2 Represents Shout Account i.e. Drivers must give a price for all account jobs before they can be cleared.

3 Represents Shout All i.e. Drivers must give a price for all jobs before being cleared.

**Job Post Mode:**

0 Will post jobs regardless of anything.

1 Will only post jobs if they have been priced.

2 Will only post jobs if they have been both priced and costed.

3 Will only post jobs if they have a mileage entered.

4 Will only post jobs that have been costed.

**Include Cash:**

0 Only includes account jobs in the Dockets Checks and Posting file.

1 Includes cash and account jobs in the Dockets Checks and Posting file.

**Auto Our Ref:**

0 Disabled

1 Creates a numeric reference for Account jobs only.

**Dockets Sort:**

0 Will sort the dockets by time order.

1 Will sort the dockets by docket number.

**PriceNoPostAll:**

0 Disabled

1 When posting dockets, the F8 key (Post All) will be disabled.

**No Login Print:**

0 If a printer is attached to the dispatcher this value must be set

1 If a printer is not attached to the dispatcher this value is set to stop the computer looking for a printer.

**Base To Base:**

0 The mileage generated for each job is from pick-up to the destination

1 The mileage generated for each job is from the base to the pick-up to the destination and back to the base.

**Booking Prio:**

The value entered here automatically allocates a priority (from 0 to 9) to an advanced booked job to push it to the top of the dispatch screen.

**Zones Order:**

0 Disabled

1 Jobs are grouped in zone order on the dispatch screen and are displayed in time order within these groups.

**Fare/WT Add:** 0 Disabled.
1 When the Shout function is carried out i.e. the fare and WT (waiting time) are entered manually, the total price of the jobs is the fare and the WT.
(Works in conjunction with **Account Mode**).

**Account FCOLOR:** This enables the user to specify a colour for the text or foreground of every account job on the dispatch screen.
This parameter setting overrides the colour given to a job by the option in the Zone Configuration.
(The value entered ranges from 0 = Black to 15 = White)

**Account BCOLOR:** This enables the user to specify a colour for the background of every account job on the dispatch screen.
This parameter setting overrides the colour given to a job by the option in the Zone Configuration.
(The value entered ranges from 0 = Black to 15 = White)

**No HDD Warn:** 0 A computer will warn you if the hard drive is getting full
1 A computer wont warn you if the hard drive is getting full

**Extras Mode:** 0 Disabled
1 When a driver clears an account job on basic, the operator is prompted for extras. On data, the driver can add a value in extras field
.

**Unused:**

**Acc Name Mode:** 0 When invoicing, the Company Name will be printed on the invoice.
1 The Company Name will not be printed on the invoice. Some companies put the Company Name next to the Name field.
.

**Details Expire:** Enter number of days advanced notice in vehicle and driver details before an item is due to expire (Flashing).

**Zone List Mode:** 0 Cars plotted bottom of list when changing zones
1 Cars plotted in same order as prime queue (list on left of screen)
2 If a 'No Job' then keeps its position in any plot it moves to.

**House Num Mode:** 0

1

**Unused:**

.

**Box Msgs:** 0 Disables the status from being displayed on the dispatchers screen.
1 Enables the status to be displayed on the dispatchers screen.

**Box Flash:** 0 Disabled.
1 Enables status boxes to flash on dispatchers screen.

**Logout Lock:** 0 It is possible to log out of the Booking and Dispatch program and return to DOS on all of the computers.
1 This inhibits the user to log out of the Booking and Dispatching program on the dispatching computer.
2 This inhibits the user to log out of the Booking and Dispatching program on all computers, except the management computer where the main menu is accessed.

**Clock Brdcast M:** The Dispatcher broadcasts its time to all other computers after a designated period to update their clocks, this keeps the time of all computers the same. The value of the broadcast period is entered in minutes, 180 to 240 minutes are normal values.

**Warning Factor:** Multiplier value for warning time for pre-booked jobs. Should usually be set to 1 i.e. use warning times as normal, if set to 2…3….etc. warning times are doubled…..tripled…etc.

**Driver Details:** 0 Operators can see driver details by inputting driver number and D**.**
1 Operators can not view driver details.

**Base Hour 1:** Hour for first job count shift to start (24 hour clock).

**Base Minute 1:** Minute corresponding to Base Hour 1.

**Base Hour 2:** Hour for second job count shift to start (24 hour clock).

**Base Minute 2:** Minute corresponding to Base Hour 2.

**Manual Finish:** 0 Dispatcher can finish drivers.
1 Dispatcher can not finish drivers.

**Manual Mobile:** 0 Dispatcher can make drivers mobile.
1 Dispatcher can not make drivers mobile.

**Priority Mode:** 0 Priority mode is not in use.
1 When a job is booked for an account customer the job will be assigned whatever priority is set in the customers account details.

**Fixed Price Mode:** 0 Disabled
1 Prices are calculated by reference to the fixed-price table in parameter settings.

**Reqs.Drv Mode:** 0 Operators may request a driver on a booking.
1 Operators cannot request a driver.

**CLI Flag:** 0 Disabled
1 Enabled

**KB Start Mode:** 0 Disabled
1 A list of drivers is presented to the base operator on starting a car rather than entering a PIN number.

**Record Times:** 0 Driver Start & Finish times are not recorded.
1 Driver Start & Finish time are recorded.

**Badge Details:** 0 Badge details disabled.
1 If Dispatch Print is enabled, the driver's badge details will be shown.

**Query Edit Mode:** 0 If the operator presses 'Q' the job will be displayed.
1 As above but the job can be edited.

**No Plot Status:** 0 The plot status will be displayed when booking a job
1 Disabled.

**Euro Rate:** If you require EUROS then enter the current exchange rate here.
Please note that **Invoice Format 5** must be used to display Euros

**Ringback Flag:** 0 Disabled.
1 Ringback is enabled on the system.

**Currency Mode:** 0 Disabled.
1 Enabled.

**Payment Details:** 0 Disabled.
1 When paying invoices, users may record extended details regarding partial payments.

**Partial Payment:** 0 Disabled.
1 Partial payments may be made against invoices.

**Acc.Password:** 0 Disabled.
1 Enables display of Account Password lists when booking.

**Default StsMode:** 0 Driver status screen displayed as in V3 & V4.
1 Driver status screen displays both Vehicle & Driver call signs.

**Rate Mode:** 'Not Used'.

**Driver Post Mode:** 0 Cannot post in Driver Posting.
1 Can only post jobs that have been marked '*' (F12)
2 Can post any job (provided it has a valid vehicle & driver call sign.

**ActiveDisp Mode:** 0 Active job displayed in same format as V3 & V4.
1 Active job displayed with number of passengers (size).

**BookedDisp Mode:** 0 Booked job displayed in same format as V3 & V4.
1 Booked job displayed with number of passengers (size).

**CreditNote Mode:** 0 Jobs recorded as 'No Jobs' included in invoice.
1 Jobs recorded as 'No Jobs' excluded from invoice.

**Link Job Mode:** 0 Disabled.
1 Jobs cab be linked together using same link ref.number.

**Template Mode:** 0 Disabled.
1 Enabled - Managers can create job templates using F9 + F6(save).

**Job Type Mode:** 0 Only permits entry of job types configured in management.
1 Only permits entry of job types configured in management plus a number.

**ServCharge Mode:** 0 Standard Invoice, no service charge. Discount can be applied.
1 Invoice with service charge. VAT calc. only on service charge.

**Def.Inv.Format**: Default Invoice format if none defined in Account .customer file.

**Acc Sort Mode:** 0 Sorts Account Customer list by name.
1 Sorts Account Customer list by account code.

**Export Mode:** 0 Invoices are not exported.
1 Data Cabs, Swansea format.
2 Value Cabs, Belfast format.
3 Amber Cars, Leeds format.

**DrvJobMode:** 0 Jobs are stored in Driver's List (D+J in dispatch view) when **completed**.
1 Jobs are stored in Driver's List when **dispatched**.

**AccDatMode:** 0 Disabled.
1 Jobs can be added to Accounts file by viewing full screen in History & pressing **INSERT**.
2 As above + jobs can be edited on Dispatch Machine.

**IgnRankJob:** 0 Rank jobs treated as base jobs.
1 Rank jobs are NOT stored in history or included in job counts.

**Inv.NoJob:** 0 'No Jobs' ARE NOT ADDED to Accounts file.
1 'No Jobs' ARE ADDED to Accounts file. i.e., treated as completed

**InvComment:** 0 Disabled.
1 Displays 'comment' filed in customer record on invoice.

**VehDisMode:** 0 Vehicles on Rank Jobs appear the same colour as vehicles on base jobs.
1 Vehicles on Rank Jobs appear as **LIGHT BLUE**. (NOTE: MarkRankJobs Flag in Data Settings must be set to value 1.)

**BlkLstMode:**
0 Disabled.
1 Blacklist is enabled.

**BlkLst O/R:**
0 Operator may NOT override Blacklist Warning.
1 Operator can override Blacklist Warning.

**BlkLst R/M:**
0 Blacklist warning does not show reason for blacklisting.
1 Blacklist warning shows reason why blacklisted.

**ShfStaMode:**
0 Drivers can start at any time.
1 Drivers can only start during allocated shifts.
2 Drivers can only start in allocated 'start' periods.

**StaOvrMode:**
0 Dispatcher CANNOT override shift start controls.
1 Dispatcher CAN override shift start controls.

**ShfEndMode:**
0 No action at end of shift.
1 Driver's vehicle is displayed in inverted colours.
2 Driver's vehicle no longer suggested for jobs (unless requested)
3 Jobs cannot be sent to drivers vehicle.
4 Priority given to 'in shift' drivers.

**EndOvrMode:**
0 Dispatcher CANNOT override shift end controls.
1 Dispatcher CAN override shift end controls.

**ShfMileage:**
0 Off.
1 Mileage needs to be entered on finishing shift.
2 Mileage needs to be entered on start & finish of shift.

**ShfReqMode:**
0 Shift info.(as viewed from the cAsh screen) is only stored for the current shift..
1 When a vehicle finishes, data is stored ready to transfer to Management machine.
2 As (1) but cash totals set to zero first.

**ShfChgMode:**
1 Driver does not have to pay for shift
2 Driver must pay for shift before another driver can use the vehicle.

**ShfChgType:**
1 Driver must pay for each hour worked.
2 Driver must pay for whole shift even if not fully worked.

**DefCashScr:** 0 Current shift totals displayed on cAsh screen.
1 Running shift totals displayed on cAsh screen.
2 As (2) but with start & finish mileages.

**DefShfScr:** 0 Displays number of jobs etc.
1 Displays shift charge information.

**Drv.Settle:** 0 Off.
1 Displays summary screen when cashing up drivers' pay sheet.

**Veh Post Mode:** 0 Job IS added to the vehicle file.
1 Job NOT added to the vehicle file.

**ExclusiveTypes:** 0 Off.
1 Enables 'exclusive' job types.

**Admin.TextMode:** 0 Off.
1 Changes 'Service Charge' to Admin.Charge' on invoices and credit notes.

**Surcharge Mode:** 0 Off.
1 The value shown in *'Surchg Amount' is added to the price of every job.

**Surchg.Amount*:** Enter the value to be added when above flag is set.

**Drv.Bonus Mode:** 0 Off.
1 Driver receives 'Drv Bonus Amount' per job completed after 'Drv Bonus Min Jobs' completed.

**DrvBonusAmount:** Insert the amount of bonus to be paid per job.

**DrvBonusMinJob:** Insert the minimum number of jobs done before bonus payments are triggered.

**Unused:**

**Suggest Mode:** 0 Original Autocab Dispatch logic.
1 Where, after Req.Vehicle and Priority 9, the First Zone is looked at for all types and then Backup Zones looked at for all types. This is to

overcome vehicles being 'dragged' from local work to a distant special type of job.

**Pri.Bkup Zones:** Enter the number of zones you wish the system to search through before it checks the primary zone for proceeding cars within the 'Soon to Clear' time. If no proceeding cars are detected the system will continue to search the remaining backup zones.

**ESC Warning:** 0 Off.
1 Stops operators accidentally 'escaping' from the Booking Screen by displaying a Y/N option in a red warning box.

**InvAcName/Code:** 0 **Account Code** appears on Invoice Design.
1 Puts **Account :** instead of **Account Code:** on invoice design.

**Multi base Add:** 0 Single base address.
1 Users can add up to nine base addresses using the base address editor.

**ActFilterMode:** 0 Disabled
1-255 This value is a 'bit' field. Setting or clearing this 'bit' will enable or disable the following filters:-
1 - No Data Filter - Manual Dispatching
2 - Pickup Zones (1 to 34)
4 - Pickup Zones (35 to 68)
Fop example, to enable No Data & Pickup Zones filter set the value to 5 (1 + 4). TAB will cycle through the filters. All Jobs is always a part of the cycle.

**Start on voice:** 0 Drivers are started normally - entering the call sign + S starts the driver on the system.
1 Allows the dispatcher to start drivers on voice or data from the keyboard - when the driver is started, the dispatcher is asked whether they should go on voice only or data.

**DrvCrdShtSumMd:** 0 Driver credit sheet summaries are printed normally, with columns as follows:

- Call sign
- Rent

- Insurance
- Acc jobs total
- Acc jobs commission
- Cash jobs total
- Cash jobs commission
- Current Balance

1 Changes the driver credit sheet summary to display the paid in / paid out amounts instead of cash jobs and comms.

**Print Min Bal:** 0 Minimum balance details are not printed on the drivers credit sheets.
1 Minimum balance (as set up in driver details) is printed on the drivers credit sheet.

**NoJobPrio Mode:** 0 When a car is 'no jobbed' it is put to the top of the queue.
1 As above but the car retains its top of queue position even if it changes plot.

**Vias Swap Mode:** 0 Off
1 VIA's will be swapped when booking return jobs.

**Numeric AZ:** Obsolete

**CashCommMode:** 0 Disabled
1 The company gets all cash for cash work done and pays driver for cash work done taking off commision, comission treated same as account work

**Match Any Word:** 0 The search engine of the AZ works normally.
1 When searching the A to Z, any word boundary in the A to Z is searched, rather than just searching for matches from the beginning of the search string.

**MultiComp Disp:** 0 Multi Company Dispatching mode is off

1 Multi Company Dispatching is on, with the company ID of each job being taken from the pickup zone. ZONAWIN may then be used to modify the company ID that owns each zone, with 1-9 representing each different company, and 0 meaning that the zone does not belong

to a single company.

2 Multi Company Dispatching is on, with the company ID of each job being taken from the number dialled by the customer. Each company may have up to 10 phone numbers associated with them, which may be defined in the base address configuration program (BaseWin).

**MultiCDis Time:** **Time Period in Seconds** The time taken for the job to be offered to the company it has been booked for exclusively. After this time period has expired, the job will be offered to vehicles belonging to any other company.

If this time is set to 0, then the time period will never expire.

**Ebooking:** 0 Disabled.
1 Enabled.

**Price in DCHK:** 0 When printing dockets from Dockets Check & Posting the VIAS will be printed as normal.
1 Instead of printing the VIAS the DOCKET PRICE will be printed.

**Acc Port/Land:** 0 Invoices printed in normal portrait format.
1 Invoices printed in landscape format to allow extra information to be displayed..

**VIA on Credits:** 0 Driver and vehicle credit sheets printed as normal.
1 Vias included in driver and vehicle credit sheets.

**Preserve Price:** 0 Disabled
1 Jobs priced by the booking clerk using the 'insert' function will remain even if the driver shouts a different value.

**Driver Charge:** 0 No driver charge is applied
1 The driver will be charged an amount specified in the following flags:

- Num jobs chrg1
- Driver charge 1
- Driver charge 2

**Num jobs chrg1:** The number of jobs that will have the Driver charge 1 applied to them.

**Driver charge1:** The amount to charge for the first "Num jobs chrg1" jobs when using Driver Charge 1.

**Driver charge2:** The amount to charge for the first "Num jobs chrg1" jobs when using Driver Charge 2.

**Timebar Filter:** 0 Timebar on Booking Screen displays advanced booking status for all plots.
1 Enables a split timebar filter - the blue portion displays advanced bookings for the pickup plot in addition to the global view.

**ShiftPattRange:** 0 Driver shift patterns are referenced using A to Z
1 Driver shift patterns are referenced using 1 to 99.

**Early Book Rel:** 0 Disabled
1 In the Advanced Booking Screen an operator can release a booking to the active screen by pressing F5.

**RB Return Mode:** 0 Disabled
1 Return jobs should not use the ringback phone number on the return leg unless the phone is a mobile, as the phone will be rung at the pickup again.

**F5 Inc Our Ref:** 0 Disabled - when using F5 to repeat a job the 'OurRef' field will remain the same.
1 The 'OurRef' field will be automatically incremented.

**Def Credit Fmt:** 0 Standard Credit Sheet format as follows: Veh; Date; Time; Reference; Name; Pickup; Destination; Waiting & Fare.
1 Alternative format: Veh; Date; Time; Docket No; Name; Pickup; Destination; Waiting & Fare.

**Error Log Mode:** 0 Disabled.
1 When an error occurs a note will be written to a file - 'error.log'

**Debug Mode:** **SET BY ENGINEER - DO NOT CHANGE**

**Invo Subtotals:** 0 No Subtotals will be added to the invoices.
1 When sort mode is set for a customer account, the invoices will be sorted by your ref, and printed with subtotals after each group.

**Shout FareMode:** 0 Disabled.
1 If a job already has a fare on it, the fare will not be overwritten by the shout fare when the driver is cleared (useful for fixed pricing).

**Tels Detail Lv:** Values 1, 2, 3, 4, 6, 10, 12, 15. In Utilities (2) - Booking Activity Report by operator whichever value is selected divides the value 60 to give the size of the individual report slot. The default is 4 giving a 15 minute reporting slot.

**Dup AccCode Pr:** 0 Disabled.
1 Users may not open or amend accounts that have the same account code as an existing account.

**TaxiHddCheck:** **SET BY ENGINEER - DO NOT CHANGE**

**MgmtHddCheck:** **SET BY ENGINEER - DO NOT CHANGE**

**JobTypeColours:** 0 Disabled
1 Job Foreground (FC) and Background (BG) colours can be defined in the columns next to the Types definitions. Colours are defined with the same number set as is used in Zone Configuration.

**TeleBooking:** 0 Disabled
1 If the TeleBooking Module has been purchased this makes the module active.

## 3.20 Office Address

This facility enables you to enter in the details of your company as they will appear on paper when you invoice your account customers. Up to ten lines are available and you will need to enter in the company name, address, telephone and fax numbers plus the VAT number if you are VAT registered.

## 3.21 Full Data Setting

**Applies to Full Data Systems Only**

**DO NOT CHANGE DATA SETTINGS WITHOUT CONSULTING TECHNICAL SUPPORT.**

**Data Flag**

0 Data Dispatch is disabled.
1 Data Dispatch is enabled.

**Unused**

**No of Retry**

This is the number of times (usually set to 3) a job is re-sent and locked onto a driver for a set period of time (**Drv NAK Time**) until there is an acknowledgement from the drivers' radio. After this, the job will be sent to another driver. The driver number also flashes when the job is locked.

**Drv NAK Time**

This is the penalty time in seconds placed on a driver when there is a negative acknowledgement.

**Drv DISP Time**

When a job is dispatched to a driver this time (in seconds) must expire before the same driver is eligible for another job even if he has cleared before this time expires.

**Drv REJT Time**

Value span of (00 - 65000 sec). When a driver does not accept a job he can be penalized over a set period of time before he can be sent another job.

**Unused**

**Voice Mode**

0 No voice on channel at all.
1 Speech is always enabled in this mode and requires discipline of the drivers not to speak until the dispatcher operator gives them permission.

**Voice Period**

**Time in Seconds** This is the length of time that voice will be enabled for when the operator begins to use Voice (F8-F8).

**Drv Info Time** This is a penalty time for drivers when they call upon 'Info' ( 91 + S). When the driver uses the 'Info' he will not be eligible for a job until this time has expired.

**Broadcast P1** This value is the time to which columns in the MDT 'information' screen are updated.

**Broadcast P2** *Not implemented.

**Info Mode**

0 When the taxi driver requests information ( 91 + S) the driver's current status is displayed.
1 When the taxi driver requests information the plot is not shown when busy.
2 When the taxi driver requests information the plot is not shown whether he is busy or clear.

**Unused**

**Meter CLR T** This guards against unwanted clearing. When a clear signal is produced by the meter, the computer starts timing the length of time the driver is clear for. When it passes the set time he can pick up another job but, if the meter is switched on again, the taxi goes back to being busy on the job he was doing. Therefore this value must not be set too high as this would penalize the driver. By setting the value too low the taxi may take the next job too soon.

**Meter Total T** This time must be set long enough to avoid the driver switching on and off his meter and loosing jobs by mistake but short enough so that the driver can clear himself on the shortest job. This parameter guards against sudden on and off signals which would take and clear a job before it could be done.

**Meter Ava**

0 No meter fitted in car
1 If the system implements a meter in the car.

**Reject Mode**

0 When the driver rejects a job he is penalized by the **Drv REJT Time**.
1 When the driver rejects a job he is penalized by the **Drv REJT Time** and is sent to the Reject Plot.

**Reject Plot** This is the number of the plot assigned to be the Reject Plot.

**Drv Short Brk** Value span of (00 - 65000 sec). When the driver keys ( 82 + S) on his MDT he is put on a short break. This parameter designates the length of the break in seconds. When the driver is put on this short break he will not be given a job but he will not loss his position in the Queue. The driver can terminate this break prematurely by keying ( 81 + S).

**Destina'n Mode**

0 Full address of destination is shown on drivers MDT
1 Only the plot of the destination is shown on drivers MDT.
2 No destination is shown on drivers MDT.

**No Job Mode**

0 When a driver has a No Job he keys ( 98 + S)
The system automatically records the job as a No Job and carries out the No Job action.
1 When a driver has a No Job he keys ( 98 + S) the code NJ with the driver number appears on the dispatchers screen. It is up to the operator to manually carry out the No Job action.
2 System ignores all No Job codes sent by the drivers.

**No Manu. Disp**

0 The dispatcher user may dispatch jobs by typing The driver number and pressing the E key.

1 The dispatcher user cannot dispatch jobs by typing the driver number and pressing the E key. The only method of dispatching jobs is to initiate the Auto Dispatch Mode.

**Start Mode**

0 A driver can start by keying (# + S).
1 When a driver keys (# + S) the code ST with the driver number appears on the dispatchers screen. It is then up to the operator to manually start the driver.
2 System ignores all Start codes sent by the drivers.

**Finish Mode**

0 A driver can finish by typing (93 + S).

1 When a driver keys ( 93 + S) the code FI and the driver's number appears on the dispatchers screen. It is then up to the operator to manually finish the driver.
2 System ignores all Finish codes sent by the drivers.

**Recover Mode**

0 When a driver wants a job to be recovered from him he keys ( 97 + S) the system then automatically records the job as a Recovered Job and carries out the recovery action.
1 When a driver wants a job to be recovered from him he keys ( 97 + S) the code RE with the drivers number appears on the dispatchers screen. It is up to the operator to manually carry out the recovery action.
2 System ignores all Recover Job codes sent by the drivers.

**Recover Time**

This time allows the dispatcher / operator to amend a job after it is recovered. This to avoid the job being given back to the same driver.(Value span of 0 - 65000 sec.)

**Long Break**

Value span of (00 - 65000 sec). When the driver keys (78 + S) on his MDT he is put on a long break. This parameter designates the length of time of the break. When the driver is put on this long break he will not be given a job but he will retain his position in the Queue. The driver can terminate this break prematurely by keying ( 81 + S). This parameter is similar to the short break but is given a higher value.

**Drv Nojob Time**

When a **NOJOB** is entered, all penalty times are removed and set to this time. Therefore, if the time is set to '**0**', the penalty will be completely removed.

**Log Level**

When the **Log Level** is set to a value (between **0 – 99**) only that level and any level below it will be logged within the **Data Log** screen. Therefore, if the **Log Level** is set to '**99**' all messages will be logged within this screen, and if set to '**0**' no messages will be logged within this screen.

**Soon TC Time** Value in seconds. When a driver is busy if he keys **77 + S** the system will not dispatch jobs in his destination plot to the backup zones for the length of time set in this parameter**.** **Soon To Clear** is enabled by setting **Soon TC mode to 1**.

**STC Max.Repeat** The max no. of soon to clear commands which can be done consecutively before a job is received.

**Max. GPS DOP** **SET BY ENGINEER - DO NOT CHANGE**

**Tolerance F1** This is the distance in metres the driver must be within to receive a job he has Bid for. This tolerance applies to all bid modes.

**Tolerance F2** 0-65,000 metres. Relates to GPS plot Mode 1 and 2 (1000 = 0.7 miles).

**GPS Plot Mode**

0 GPS plot mode is disabled.
1 When a driver plots using either F1 or F2, the system will check the GPS data to ensure he is within the tolerance for that plot. If not the system will ignore his plot request.
2 When a driver plots using either F1 or F2, the system will check the GPS data to ensure he is within the tolerance for that plot. If not the system will plot him in the correct plot.
3 Auto Plotting, the driver uses F2 - F5 to plot. Tolerance is not used here.
4 Autoplotting. System automatically plot vehicles each time they cross a plot boundary.

**Msg Mode**

0 Dispatcher and all telephonists can send messages to the driver.
1 Dispatcher only can send messages to the driver.
2 Neither the dispatcher or any of the telephonists can send messages.

**Msg Log Level**

0 Stores all the messages sent to the driver within the **Messages Log** screen.
1 Does not store the messages.

**Msg Timer**

A time is set here in seconds (between 5 and 255seconds). No **Repeat Messages** can be sent to the driver until this time has elapsed.

**Display Mode**

0 When a job is dispatched, the driver receives all the details of the job except the docket number for account jobs. Also, if a job note is sent with the job to the driver, the '**+**' symbol will appear next to the time on the MDT to tell the driver there is a job note.

1 As above plus docket number on account jobs.

2 When a job is dispatched the driver will only see the time of pickup until the job is accepted.

**GPS Mode**

0 Disabled
1 GPS is enabled

**Soon TC Mode**

0 Soon to clear is not in use
1 Soon to clear time is implemented
2 Soon to clear time is implemented, also looks at jobs in the backup zones

**Clear Time Box**

0 Dispatcher cannot clear box timers
1 Dispatcher can clear box timers (such as breaks or penalties) by entering the driver number followed by **U** (for **U**nlock).

**Plot Clr Mode**

0 All cars can plot
1 Only clear cars can plot

**Manual hold**

0 Dispatcher cannot hold jobs
1 Dispatcher can stop jobs being dispatched by highlighting the required job and pressing **H**. The job can be released by pressing **R.**

**Auto status**

0 Auto Status is disabled
1 Whenever a driver plots or clears he is automatically sent his position.

**Clean Count**

0 Clean Count is disabled
1 Jobs with required drivers will not be shown on the MDT information screens.

**Unused**

**Unused**

**DRV Clear Mode**

0 Drivers CAN clear using **95 + S**.
0 Drivers CANNOT clear using **95 + S**.

**Unused**

**Data Flag 2**

0 Disabled.
1 Channel 2 - Full Data enabled.

**Unused**

**Bidding Mode**

0 Disabled
1 Plot if job mode is enabled. If a driver uses F1 plot no. F5 (# plot no. S), the system will only plot him there if there is a job waiting that will be given to him. The driver that bids first will get the job.
2 The driver that has been waiting longest will get the job. Allocation will occur once the bid timer has timed out, so that other drivers get a chance to bid for the job.

**SD Reset Days**

The number of days between Full Data Statistics being reset (usually set to 7 i.e. every week)

**Fare Format**

0 The MDT Meter Screen (press 'S' when viewing current job). Functions normally, i.e., entering 25 displays £2.50.
1 Values entered as New Pence, i.e., 250 displays £2.50.

**Ignore GPS Flag**

0 Disabled
1 Allows driver to plot when busy.

**Unused**

**Rank Mode**

0 Rank Mode is disabled
1 If the vehicle is in a plot that is set to Rank Mode in Zones Configuration and picks up then the vehicle will be plotted in the Rank Plot.

**Rank Plot** Set this to the plot number of the Rank Plot if Rank Mode is enabled.

**Rank Job Flag**
0 Disabled
1 Rank jobs cannot be Recovered to the Dispatcher. Driver cannot 'No Job' a Rank Job.

**Rank Job Fare** * Not Implemented

**GPS Auto Sts.**
0 Auto Status is not sent to the MDT when it Autoplots (this reduces traffic on the channel).
1 Autostatus will be sent to the MDT each time it replots.

**GPS Plot Busy**
0 Whilst busy, the system will not replot the vehicle.
1 Vehicle will always be plotted (you will not know the final destination unless you view the job).

**Broadcast Col1**
0 This column on the MDT Information Screen will not be shown.
1 This column will be updated.

**Broadcast Col2**
0 This column on the MDT Information Screen will not be shown.
1 This column will be updated.

**Broadcast Col3**
0 This column on the MDT Information Screen will not be shown.
1 This column will be updated.

**Broadcast Col4**
0 This column on the MDT Information Screen will not be shown.
1 This column will be updated.

**GPS Plot+Clear** 0 Disabled.

1 When a driver clears the system will re-plot the vehicle before clearing. To be used in conjunction with GPS Plot Busy Mode '0'.

**Hide Job Flag**

0 Disabled.
1 Job hidden until driver accepts.

**GPSManPlotMode**

0 Driver can always press # + S to re-plot. Required to get out of Break Plot.
1 Driver can press # + S to re-plot but only if in a plot set to type '1' in Zones Configuration. Required to get out of Break Plot

**ClearDest.Mode**

0 Disabled.
1 Changes destination on the job to the clearing plot.

**Emergency Mode**

0 When a driver sends '99', EM + Vehicle Number appears in Box Messages (top right-hand corner of screen).
1 As above plus a red flashing box displayed centre screen.

**Supervis.Mode**

0 Disabled
1 Supervisor Screen can be accessed by pressing 'M' from the Dispatch Screen. A selection of MDT parameters can be changed by selecting the appropriate item.

**Extras Flag**

0 Disabled.
1 The Extras field on the MDT is enabled.

**Bid Busy Mode**

0 Disabled
1 Drivers can bid for work whilst busy. NOTE: If the fare or mileage has to be 'shouted' (see Parameter Settings) then the bid will be ignored.

**Cln Type Count**

0 Clean Count is disabled
1 Jobs with required drivers will not be displayed.

**Num. ACL Retry**

0 GPS messages are sent to the GPS station ONCE only.
1 GPS messages are repeated this number of times.

**GPS ant.Mode**

0 Used for Motorola Antenna.

1 Use for other Antenna.

**Retry Ign.Time**

0 NEVER SET TO ZERO!
Should be set to 10 seconds.

**Zone. Enq Mode**

0 When Driver sends # + Plot Number, the system sends information regarding job type and size.
1 When Driver sends # + Plot Number, the system sends information regarding job type and size SUITABLE FOR HIM, i.e., All BUS jobs, all WHEELCHAIR jobs. It will advise the number of suitable jobs in that plot.

**Multi Ch.Mode**

**SET BY ENGINEER - DO NOT CHANGE**

**ShoutClearMode**

0 Disabled.
1 Driver can 'shout' fare or mileage to complete job.

**Box Msg.Beep**

0 Disabled.
1 Beep on Dispatcher enabled when Voice Request or Emergency message sent by driver.

**ACK Clear Time**

This controls the time that the system will wait for an ACK ( acknowledgement ) or NAK (no acknowledgement). Should normally be set to 30 seconds.

**Job Rec. Mode**

0 Disabled.
1 Recovered Jobs held automatically ('R' to release)
2 Recovered Jobs will be held and the job edited to have 'N + Driver Number' inserted to ensure that the job cannot go back to that driver.

**Job NAK Mode**

0 Disabled.
1 Job is held when it cannot be dispatched. Operator can contact driver and manually dispatch or can press 'R' to release it in which case the system will decide the most appropriate vehicle.

**NAK Plot**

When "Job NAK Mode" is set to 3 or 4, this is the plot that the vehicle will be moved to.

**Meter Emu. Off**

0 Disabled.
1 System will sense all changes from MDT even when meter is not switched on and will 'catch up'. Where meters are fitted in line with the system this setting is recommended.

**Meter Sense**

0 Meter sense disabled.
1 Meter sense enabled.

**MDT RejectTime**

Penalty for rejecting a job by switching meter on – set in seconds.

**Meter Rej.Time**

Penalty for rejecting a job when meter is on – set in seconds.

**Mark Rank Jobs**

0 Disabled.
1 Rank Jobs cannot be recovered. Driver cannot NOJOB a Rank Job.

**Status MsgMode**

0 If CALLSIGN is same as the vehicle INDEX.
1 If not the same. All vehicles or if START MODE set to '3'.

**NoJob GPS Mode**

0 Disabled.
1 GPS Map centered on vehicle location when NOJOB sent.

**GPS RemoteCtr1**

0 Disabled.
1 GPS Map can be scrolled (arrows) and zoomed (+ / -) from Dispatcher Station.

**Voice Mode Msg**

By entering the appropriate letter, the corresponding **Standard Message** will be sent along with a "voice on" message when Dispatcher channel steers mobile radio.

**UrgentMsg Mode**

0 Disabled.
1 Sent as a job and acknowledged by MDT. Will replace current job with message sent.

**Bid Time**

Enable Bidding must be set. Value in seconds will remain active when driver bids for a job.

**Tolerance Mode**

0 Driver must be within tolerance meters of **CENTRE** plot.
1 Must be within tolerance meters of **BOUNDARY** of plot.

**Job AcceptTime** Set in seconds. Voice cannot be enabled by auto-channel channel change after dispatch until this time has elapsed. This is to stop 'job reject' messages getting delayed.

**Datalog Days** Set this to the number of days you wish the DataLog to record history (maximum 300).

**Voice Req Mode**
0 Drivers not logged on will be ignored.
1 Box Messages will show voice requests for drivers even if they have not logged-on.

**SendTelNum2MDT**
0 Disabled.
1 Sends telephone number of customer to MDT when CLI is enabled.

**Swipe Mode**
0 Disabled
1 Enables processing of swipe card transactions from the vehicles.

**Unused**

**Swipe Query**
0 Disabled
1 Enable querying of the Swipe Card Gateway from the dispatcher, press [F8] [F12] to view details of last transaction.

**GPS Voice Mode** **SET BY ENGINEER - DO NOT CHANGE**

**VoiceSlaveMode** **SET BY ENGINEER - DO NOT CHANGE**

**Job Compress**
0 Jobs are sent in standard 8 bit format.
1 Jobs are sent in the smaller 6 bit format.

**Job Msg Retry**
0 Uses standard number (3) when sending a message.
N User defined number of retries when 'N' is the number

**SendCost/Price:**
0 Disabled
1 Sends cost/price to data terminal

**AAP Points Mode**
0 Disabled
1 MapManager method

**NW Drv Box Md**

0 Disabled
1 When a Driver is not working, yet he sends a command in, a message is written to the Data Log. If this flag is set, a box message will also be put on screen, informing the operator that a driver that is not working on the system is actually sending commands in (i.e. the driver may be trying to work without the owners permission).

**ACL Log Mode**

0 ACL Log is disabled
1 Whenever a command is sent to ACL, the dispatcher will log the command locally then broadcast it to the slaves to be logged.

**Data Flag3**

**SET BY ENGINEER - DO NOT CHANGE**

**Unused**

**GPS Log Mode**

0 GPS data from the cars is not logged.
1 GPS data is logged from the cars, and saved on ALL machines.
2 GPS data is only logged on the main dispatcher.

**Data Flag4**

**SET BY ENGINEER - DO NOT CHANGE**

**Unused**

**Data Flag5**

**SET BY ENGINEER - DO NOT CHANGE**

**Unused**

**Keep zpos rank**

0 Disabled
1 When doing rank jobs, drivers can clear in the same plot as the pickup within a certain time and have their original position in the zone and queue restored.

**Keep zpos time**

The TIME when doing rank jobs, drivers can clear in the same plot as the pickup and have their original position in the zone and queue restored.

**Hackney Type**

Enables Hackney type in VDET. If "Keep zpos mode" is set to 2, only vehicles with this type set in vehicle details will be allowed to use this feature.

**Pre POB WHITE**

0 Disabled
1 Vehicles which are POB will be white instead of yellow

**Hold on Repeat**

0 Disabled
1 When jobs repeated will be held when returning to active screen.

**No System Work**

0 Disabled
1 If vehicle is HACKNEY and is in a RANK TYPE 2 zone, and sends in 79S to enable no system work, vehicle will not be suggested for system work (79S again cancels it)

**NSW ON Msg**

0 Message sent from standard message list when No System Work
1 Msg command is enabled 1st (79S)

**NSW OFF Msg**

0 Message sent from standard message list when No System Work
1 Msg command is disabled 2nd (79S)

**N&E on Jobs**

0 Disabled
1 Northings & Eastings sent with each job. For use with mapping on compatible terminals (Alpha & Delta). Only send the destination northings and eastings if we send the pickup northings and eastings. Only send the destination northings and eastings and pickup northings and eastings if they have both been taken from the A-Z.
2 Only send the destination northings and eastings of we send the pickup northings and eastings. Can send the destination northings and eastings if it has been freetyped. Pickup must be from the A-Z.
3 Only send the destination northings and eastings if we send the pickup. Pickup and Destination northings and eastings can be freetyped. Only send valid (non-zero) coordinates.

**AutoCCAccOnJob**

0 Disabled.
1 When a driver sends through a credit card transaction, TAXI6 will automatically put the account that is set in

AutoCCAccID on the job. To get the account ID, check in Account Customers. If the job already has an account, this setting will have no affect.

**AutoCCAccID** **0 - 2000** This value holds the ID of the account to be used with Credit Card transactions. This setting will only be used if AutoCCAccOnJob is enabled. To get the ID of the account, check in Account Customers.

**AllowClrNoGPS** 0 If the GPS data received from the vehicle is invalid, the driver will not be able to plot or clear.
1 Drivers can clear even if their GPS data is invalid.

**Taxibox Mode** 0 Disabled
1 Taxibox is enabled

**DirectionsMode** 0 Disabled
1 Driver can request more information on street location.

**BroadcastMode** 0 All columns on the drivers MDT information screen (i.e. column 1 number of cars in each plot, column 2 number of jobs in each plot at present, column 3 number of jobs in each plot in the next 15min, column 4 number of jobs in each in each plot in the next
1 Only the first two columns are updated on the drivers MDT info screen, each column per time set in the Broadcast P1 parameter.
2 Only columns 1, 2 & 3 are updated on the drivers MDT info screen, this column is updated every Broadcast P1 period.
3 Only column 1 is updated on the drivers MDT info screen, this column is updated every Broadcast P1 period.

**TBStsPeriod1** **TaxiBox settings - DO NOT CHANGE**

**TBStsPeriod2** **TaxiBox settings - DO NOT CHANGE**

**TBOfflineMType** **TaxiBox settings - DO NOT CHANGE**

**TBPowerSaveOn** **TaxiBox settings - DO NOT CHANGE**

**ClrGPSReqMode** **SET BY ENGINEER - DO NOT CHANGE**

| | |
|---|---|
| **DrvKBClearTime** | **SET BY ENGINEER - DO NOT CHANGE** |
| **MdtZoneCodeM.** | 0 Disabled<br>1 For Sigma & later terminals enables three digit command set (i.e., 995 for 'clear rather than 95). |
| **ZonesToBrdcast** | 0 Broadcast all defined zones.<br>Numeric Value 1-255 - Broadcast this number of zones. |
| **Drv Clear Dest** | 0 Disabled.<br>1 Driver can only clear when in the destination zone. |
| **Record Pickup** | 0 Disabled<br>1 Displays statistics for time to pickup (meter or command required) as a percentage for 0-15 mins, 15-30 mins, 30-60 mins. Implemented by pressing F5+F6 on any slave. |
| **Unmannedoffice** | 0 Disabled<br>1 Enables unmanned office operation - for use in Australia with TARA telephone system. |
| **VoiceSecsRing** | Unmanned office setting (Australia). |
| **V Rept On Ring** | Unmanned office setting (Australia). |
| **V ReeptOnDrvReq** | Unmanned office setting (Australia). |
| **VoiceSecsEm** | Unmanned office setting (Australia). |
| **VoiceReptRe-en** | Unmanned office setting (Australia). |
| **StreetNotZone** | 0 Where a meter is connected the system will record plot information on pickup and drop off.<br>1 Where a meter is connected the system will record the nearest street by Northings / Eastings on pickup and drop off. |
| **Rept.Broadcast** | Unmanned office setting (Australia). |

## DO NOT CHANGE DATA SETTINGS WITHOUT CONSULTING TECHNICAL SUPPORT.

## 3.22 Blacklist

This is used to store and recover names and addresses of customers with whom you do not wish to deal.

## 3.23 Shift **Control**

This takes the form of a weekly table which can be set to define a shift pattern. The table is activated by pressing ENTER and navigating the days using the arrow keys. By typing 'W' and right arrow from the start time and repeatedly until you have reached the finish time you will create a shift. Do this for each day required. By positioning the cursor over the start time and pressing 'S' you can mark a start period in 30 minute blocks - if the driver does not start within this period, he cannot start at all. Similarly you can ensure the driver receives no further work at the end of the shift by marking this with an 'E' (for end). Operators can be allowed to over-ride these settings so long as certain parameter flags are set - ring Technical Support for advice when setting shifts.

## 3.24 Standard Messages (Full Data customers only)

This facility is used to store messages that operators regularly use. Simply select one of the letters available and press **Enter**. Two boxes are displayed, the top showing the current message, and in the lower you can type your required message, press **Enter** at the end of each line then **End** when finished. Pressing **Esc** at anytime will quit without saving changes.

## 3.25 Periodic Messages (Full Data customers only)

You can set up a message that will be broadcast at regular intervals for a certain time period. Type your required message in the 4 message lines, press enter at the end of each line. At driver/ALL press **Delete** then enter a driver number or ALL and press **Enter**. To change from and to date and times press **Delete** and use the **arrow keys** to enter the required times and then press **Enter**. Type the period in minutes between message broadcasts by pressing **Delete** and typing the required figure, then press **Enter**. To activate the message set status to **1**, press **Delete** type **1** then **Enter**. When you are happy with the message setting press **End** to save.

## 3.26 Fixed Pricing

If your jobs are not priced by mileage, but have a set price from one area to another then you can use fixed pricing to set the fares.
On selecting this option you will see all 68 plots. To set fares travelling from a plot to all others first use the **arrow keys** to select the plot you wish to edit and press **Enter**. You will now see that each plot has a figure next to it. You can change an individual figure using **A** and **S**, or change all figures by using **F1** and **F2** to alter the increment and then **F5** and **F6** to apply the increment to all figures. Press **End** to save changes and return to the fixed pricing menu.

## 3.27 Caller ID Setup **SET BY ENGINEER – DO NOT CHANGE**

## 3.28 Drivers History Access to all driver history for selected period.

## 3.29 Exit Takes you to the OPERATING SYSTEM.

## THIS CONCLUDES THE AUTOCAB USER MANUAL

*(see next page for general 'housekeeping' duties)*



**Autocab User Manual** G.P.C Computer Software Ltd,.Cheadle Royal Business Park,Oakfield Rd, Cheadle,Cheshire,SK8 3GX
Tel No.0161 491 7777 Fax No.0161 491 7711

## 3.30 General Housekeeping Duties

**1}** **NEVER switch off** the dispatcher(controller) machine unless it is absolutely required. This is the most important machine since it is the only one that must remain up-to-date at all times.

**2}** When saving any data on the management machine (e.g. when modifying addresses and adding new account customers e.t.c.) always ensure that **all computers** are switched on and in booking and dispatching mode. This is to ensure that the data is **mirrored** on all computers. This also applies when performing functions such as **transfer history** and **request jobs count**. Switching off a computer in the middle of a transfer history will cause the computers to **lose history**, for this reason it is very important that all computers are left on whilst performing these functions.

**3}** For all account work you should really be **checking and posting dockets** every day but at least once a week. This way, too much time is not taken up and you will find that you have less work by spacing it out rather than checking all account work once each month before invoicing.

For systems where there is more than one computer, the Management Machine needs to transfer all the account work from the dispatcher machine. Since this requires the machines to 'talk' to each other it can slow the dispatcher down temporarily. For this reason it is advisable to **request dockets from master** once every day when it is not busy (preferably at night).

**4}** Check the history on a regular basis. The files responsible for the information on history can take up a lot of space on the computer's hard disk as they are created on a daily basis. Eventually this would slow down the computer and it becomes necessary to delete some of the files.

Using the **transfer history** function from the utilities menu you can access the history to view any job from the past on the management machine. The history will still be available on all the other machines. To free space on the machines you will need to use the **delete history local** and **delete history remote** functions. **Delete history local** refers to deleting history on the management machine and **delete history remote** refers to deleting history on the dispatcher and any booking machine

## INVOICE FORMATS FOR AUTOCAB V6

| *Format* | Portrait | L/scape | Own L/H | Callsign | Driver | Date | Time | Docket | Your Ref. | Our Ref | Name | Pickup | Via(1st ) | Via(full) | Destin. | Wait(min) | Wait (£) | Job Type | Fare | Extras | Miles |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 0 | | ◆ | | ◆ | | ◆ | ◆ | | ◆ | | ◆ | ◆ | | | ◆ | | ◆ | | ◆ | | |
| 1 | | ◆ | | ◆ | | ◆ | ◆ | ◆ | | | ◆ | ◆ | | | ◆ | | ◆ | | ◆ | | |
| 2 | | ◆ | | | ◆ | ◆ | ◆ | | ◆ | | ◆ | ◆ | | | ◆ | | ◆ | | ◆ | | |
| 3 | | ◆ | | | ◆ | ◆ | ◆ | ◆ | | | | ◆ | | | ◆ | | ◆ | | ◆ | | |
| 4 | | ◆ | | | | ◆ | ◆ | ◆ | | | ◆ | ◆ | | ◆ | ◆ | | ◆ | | ◆ | | |
| 5 | | ◆ | | | | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | | ◆ | ◆ | ◆ | | ◆ | | |
| 6 | ◆ | | ◆ | | | ◆ | ◆ | ◆ | | | ◆ | ◆ | | ◆ | ◆ | ◆ | | ◆ | ◆ | | |
| 7 | ◆ | | | | | ◆ | ◆ | ◆ | | ◆ | | ◆ | ◆ | ◆ | ◆ | ◆ | | ◆ | ◆ | | |
| 8 | ◆ | | ◆ | | | ◆ | ◆ | ◆ | | ◆ | ◆ | ◆ | ◆ | | ◆ | ◆ | | ◆ | ◆ | | |
| A | | ◆ | | | | ◆ | ◆ | ◆ | | ◆ | ◆ | ◆ | | ◆ | ◆ | ◆ | | | ◆ | | |
| B | | ◆ | | | | ◆ | ◆ | | | ◆ | | ◆ | | ◆ | ◆ | ◆ | ◆ | | ◆ | | |
| C | ◆ | | | | ◆ | ◆ | ◆ | ◆ | | ◆ | ◆ | ◆ | | ◆ | ◆ | | ◆ | | ◆ | | |
| D | | ◆ | | | | ◆ | ◆ | ◆ | | ◆ | ◆ | ◆ | | ◆ | ◆ | ◆ | | | ◆ | | |
| E | ◆ | | | | | ◆ | | | ◆ | ◆ | ◆ | ◆ | | ◆ | ◆ | | | | ◆ | | |
| F | | ◆ | | | ◆ | ◆ | ◆ | ◆ | | | ◆ | ◆ | | ◆ | ◆ | | | | ◆ | | |
| G | ◆(1st pg) | ◆(rest) | | | ◆ | ◆ | ◆ | ◆ | ◆ | ◆ | | ◆ | | ◆ | ◆ | | | | ◆ | | |
| H | ◆(1st pg) | ◆(rest) | Also inc. | special | fields | ◆ | ◆ | Job Name | Job Desc. | Job Type | & others | ◆ | | | ◆ | ◆ | ◆ | | ◆ | ◆ | ◆ |
| I | ◆(1st pg) | ◆(rest) | Also inc. | special | fields | ◆ | ◆ | Job Name | Job Desc. | Job Type | & others | ◆ | | | ◆ | ◆ | ◆ | | ◆ | ◆ | ◆ |
| J | ◆ | ◆ | | | ◆ | ◆ | ◆ | ◆ | | | ◆ | ◆ | | ◆ | ◆ | | | | ◆ | | |
| K | | ◆ | | | ◆ | ◆ | ◆ | ◆ | | | ◆ | ◆ | | ◆ | ◆ | | | | ◆ | | |
| M | | ◆ | | | | ◆ | ◆ | ◆ | ◆ | | | ◆ | | | ◆ | | ◆ | | ◆ | | ◆ |
| N | ◆ | | | | | ◆ | ◆ | | | | ◆ | ◆ | | | ◆ | ◆ | | | Price | | |
| | Portrait | L/scape | Own L/heac | Callsign | Driver | Date | Time | Docket | Your Ref. | Our Ref | Name | Pickup | Via(1st ) | Via(full) | Destin. | Wait(min) | Wait (£) | Job Type | Fare | Extras | Miles |